SEAGATE

Seagate Surveillance Manager User Manual

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Regulatory Compliance

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This list of licenses can evolve over time and can be found on the user interface under the heading “Credits.”

Seagate Surveillance Manager

Seagate Surveillance Manager adds surveillance to your NAS OS device. Seagate has partnered with surveillance market leader NUUO to create a NAS OS app that includes:

- High throughput recording
- Robust video management
- Support for a large variety of cameras
- Extensive options for events and actions
- Access via desktop and mobile apps
- Support for multiple languages
- Multistream ready

Install Seagate Surveillance Manager

You can run Seagate Surveillance Manager on:

- NAS OS
- Windows
- Android
- iOS

NAS OS (Browser)

1. On the NAS OS home page, start the App Manager.
2. Click **Security**.
3. To install the app, click **Surveillance Manager**.

Desktop (Windows)

Download the software from the Seagate Download Finder.

1. Go to https://apps1.seagate.com/downloads/request.html.
2. Enter your Seagate product's serial number.
3. Locate Seagate Surveillance Manager for Windows.
4. Download and install the software.

Mobile devices

Mobile versions of Seagate Surveillance Manager are available at the Google Play and iOS App stores.

Seagate Surveillance Manager Licenses

A Seagate NAS OS device includes one camera license.

Uninstalling Seagate Surveillance Manager and licenses

Uninstalling Seagate Surveillance Manager removes:

- All licenses
- Recorded data
- Settings

Back up data and transfer licenses before uninstalling the app. Before attempting to transfer licences, contact Seagate customer support.

Replacing licenses

If you have a device that is no longer working, contact Seagate customer support to troubleshoot the problem. To guarantee that a camera license is up to date, make certain to tell the Seagate customer support representative that Seagate Surveillance Manager has been installed on the NAS OS device.

For further information on licensing, see the applicable section in Settings.

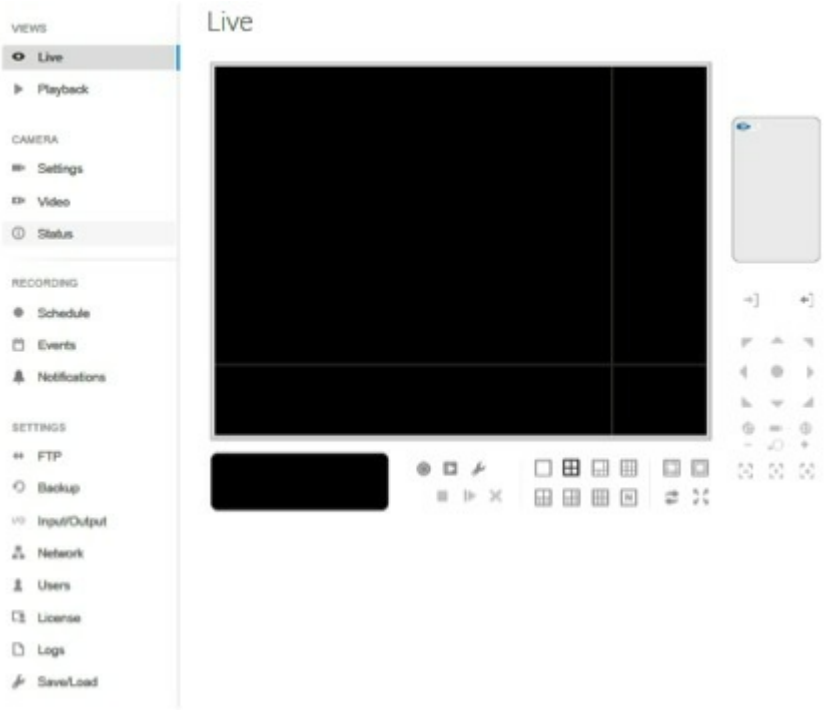
Login

1. Click the **Seagate Surveillance Manager** app on the NAS OS home page.

2. Select the language.
3. Enter the username and password. The default username and password is **admin**.

Seagate Surveillance Manager's four main functions appear on the left side of the app's window:

- Views
- Camera
- Recording
- Settings



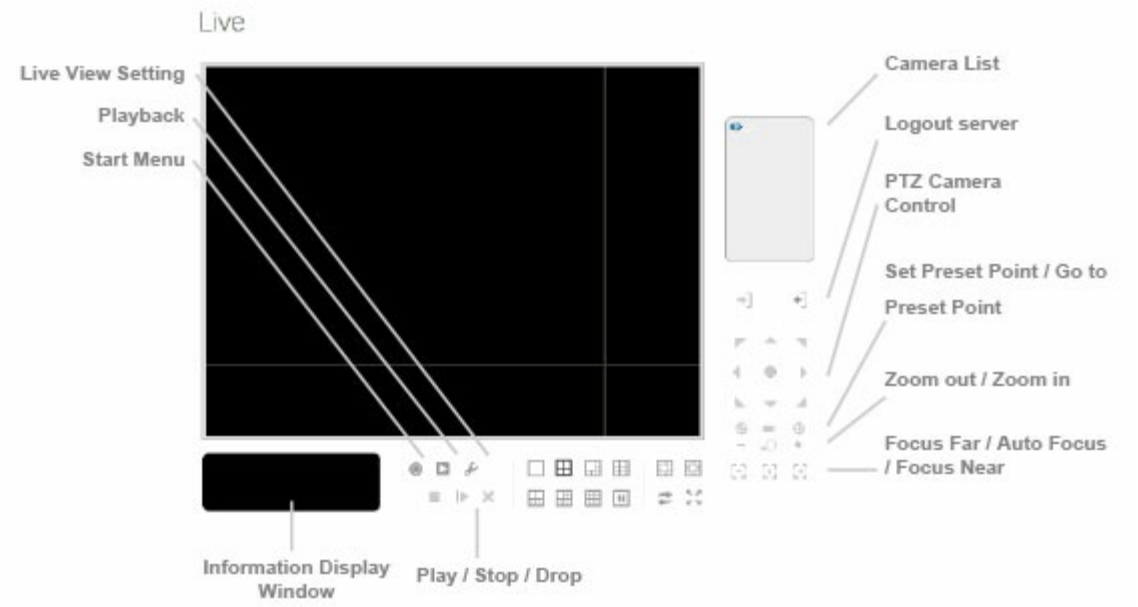
Views

Live

Live view is available on the NAS OS and desktop versions of Seagate Surveillance Manager.

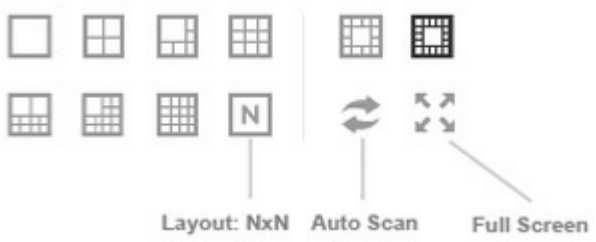
Live interface – NAS OS app

Select **Live** to view the images sent from all cameras connected to the NAS OS device and remote servers.



- **Pan Tilt Zoom (PTZ) Camera Control**–Control the camera's view by using the PTZ camera control panel. The camera must support PTZ.
- **Set Preset Point / Go to Preset Point**–Adjust the camera view and make it a pre-set point. You can create multiple pre-set points.
- **Zoom**–Click + or – to zoom in or zoom out.
- **Play / Stop / Drop**–Select a camera and click this button to play/stop/disconnect a channel.
- **Information Display Window**–Displays video information including server name, status and bit rate for a selected channel.
- **Start Menu > E-Map**–E-Map is only available when using Internet Explorer as the browser for NAS OS. Upload a map and drag the camera or I/O box onto it to track the device location and alarm status.
- **Start Menu > I/O Control Panel**–Choose the I/O control panel to remotely adjust the Output Pins. Choose a server in the pull-down menu and click **Output** to turn it On or Off.
- **Playback**–Play video.
- **Auto Scan (see zoomed image below)**–Activate auto scan to rotate the channels on the display screen. For example, you can view a 4-split screen on the live view, while connecting 16 channels to the system. With auto scan, you can alternate how to display all 16 channels.

- **Layout (see zoomed image below)**–Click to change the layout.



Right-click on the camera's screen to enable the following functions:

- **Enable Audio**–Enable audio on active channels.
- **Enable Digital PTZ**–Click + or – to zoom in or zoom out of the view. A square on the lower right indicates the camera's view.
- **Fix Aspect Ratio**–Display the image in its native ratio.
- **Fisheye Lens Setting**–Select the lens mode (types of modes depend on the lens location.).
  - **Generic Dewarp**–Original, Rectilinear, Quad and Dual-view panorama
  - **ImmerVision**–Original, PTZ, Quad and Perimeter
  - **Vivotek Fish Eye**–Original, Rectilinear, Full-view panorama and Dual-view panorama
- **Stream Profile**–Select the stream profiles
  - Original
  - Low
  - Minimum
- **Snapshot**–Select **Snapshot** to capture a specific video frame.
- **Toggle Fullscreen**–View cameras in full screen. Choose **Esc** or right click to return to the original view.

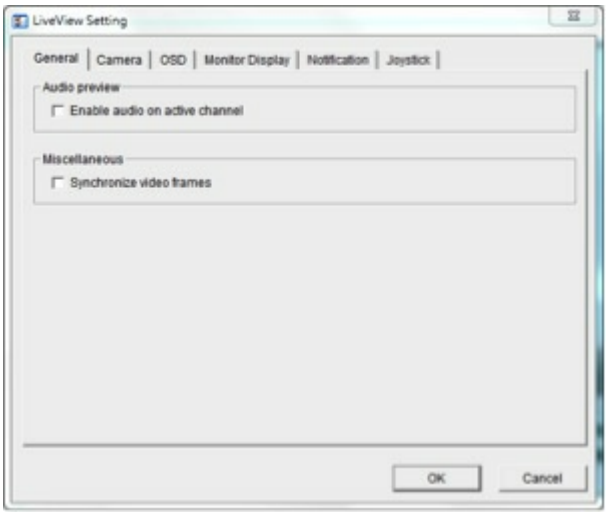
Cameras that support PTZ allow for adjusting angles and positions. Drag the ✣ button on the display screen to adjust the PTZ camera's view.

Right click on the camera's list to duplicate, connect or disconnect it.

- **Duplicate Camera**–Create multiple camera views. The duplicate camera view has a green indicator on the right. Cameras that support PTZ can enhance the areas in the image and view them as separate channels. The standard camera view continues to be recorded when enhancing areas.
- **Connect / Disconnect**–Connect or disconnect the camera.
- **Login / Logout Server**–Log in or log out of the server.
- **Connect All / Disconnect All**–Connect or disconnect all cameras.

Enable Audio

1. Click **Live**.
2. Click **General settings**.
3. Click the **General** tab.

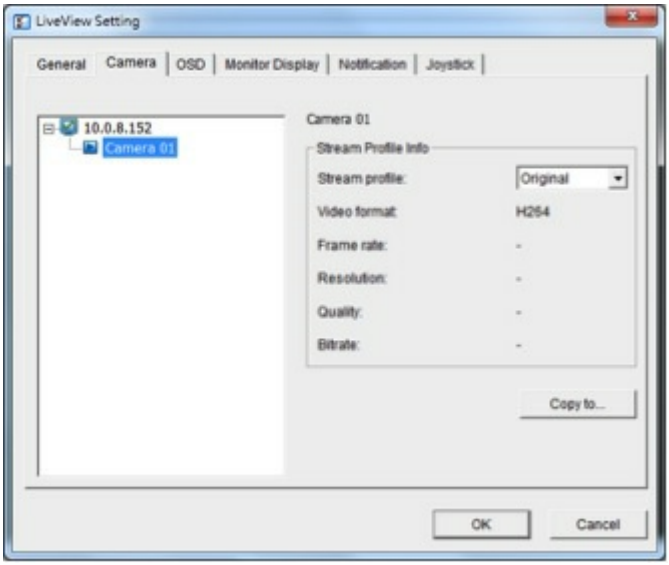


4. Select **Enable audio on active channel** to enable audio streaming.
5. Select **Synchronize video frames** to avoid video display tearing issues. This problem can occur when high demands are placed on the CPU.
6. Click **OK**.

Configure stream profile

You can select the default live view profile for each camera. Before selecting the profile, adjust the stream profile for each camera at **Seagate Surveillance Manager > Camera > Video > Camera parameters**.

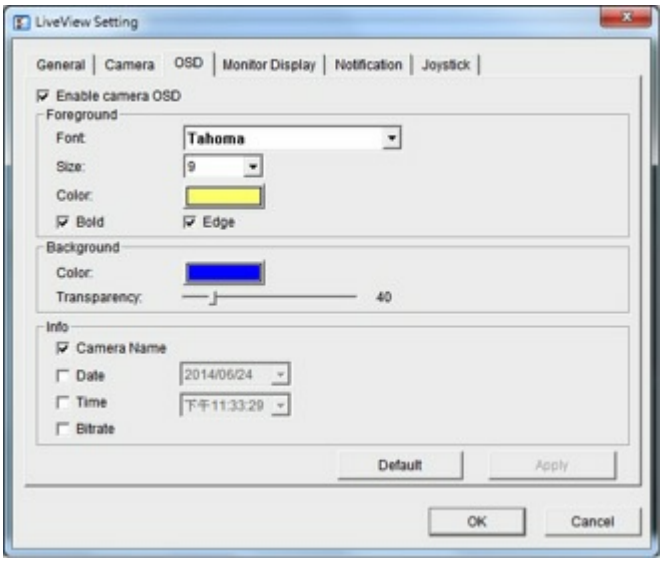
1. Click **Live**.
2. Click **General settings**.
3. Click the **Camera** tab.



4. Select a camera and select its stream profile.
5. To apply this profile to other channels, click **Copy to**.
6. Click **OK**.

Configure on-screen display

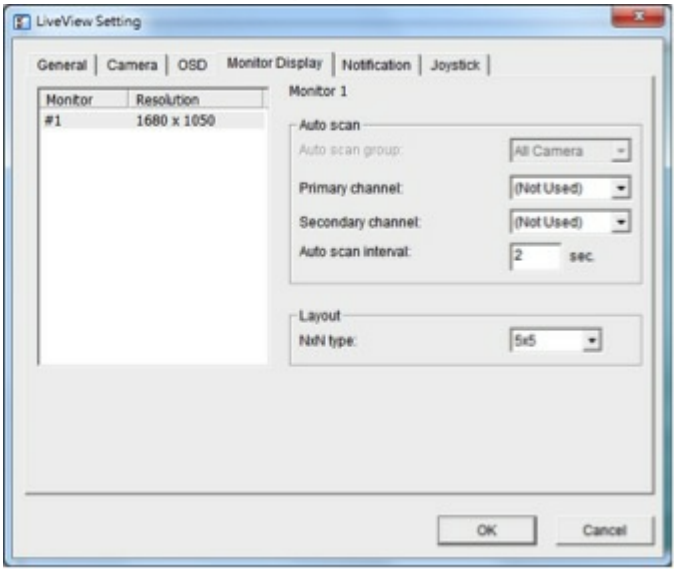
1. Click **Live**.
2. Click **General settings**.
3. Click the **OSD** tab.



4. Select **Enable camera OSD**.
5. Select the foreground and background settings.
6. Select the information that you want to display.
7. To preview the settings, click **Apply**.
8. To return to the default settings, click **Default**.
9. Click **OK**.

Set the monitor display

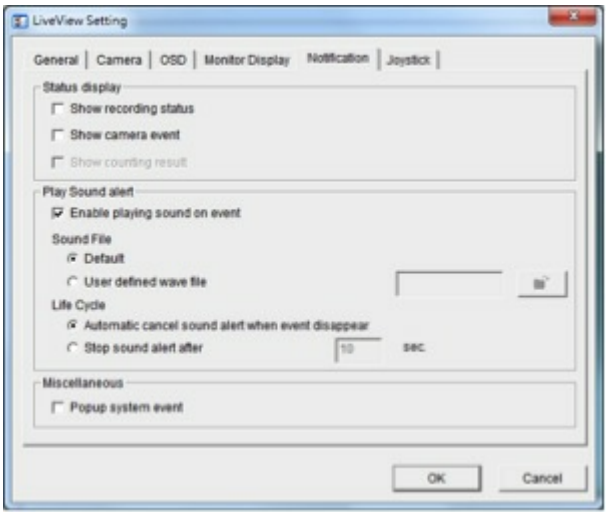
1. Click **Live**.
2. Click **General settings**.
3. Click the **Monitor Display** tab.



4. Configure auto scan.
5. Select the screen division from the **NXN type** pull-down menu.
6. Click **OK**.

Configure notifications

1. Click **Live**.
2. Click **General settings**.
3. Click the **Notification** tab.

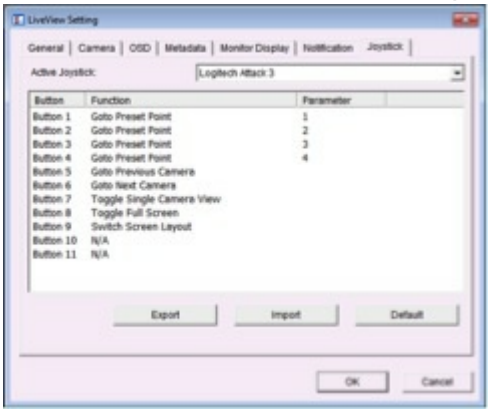


4. For a visual indicator of the recording status, select **Show recording status**.
5. To display text regarding a camera event, select **Show camera event**.
6. To play sound alerts, select **Enable playing sound on event** and define the sound.
7. To receive dialog warnings when system events are detected, select **Popup system event**.
8. Click **OK**.

> **Important info:** The sound option is only available for configured events. You must configure camera motion, camera I/O, and I/O Box as events. See Event & Action Management

Configure joystick control

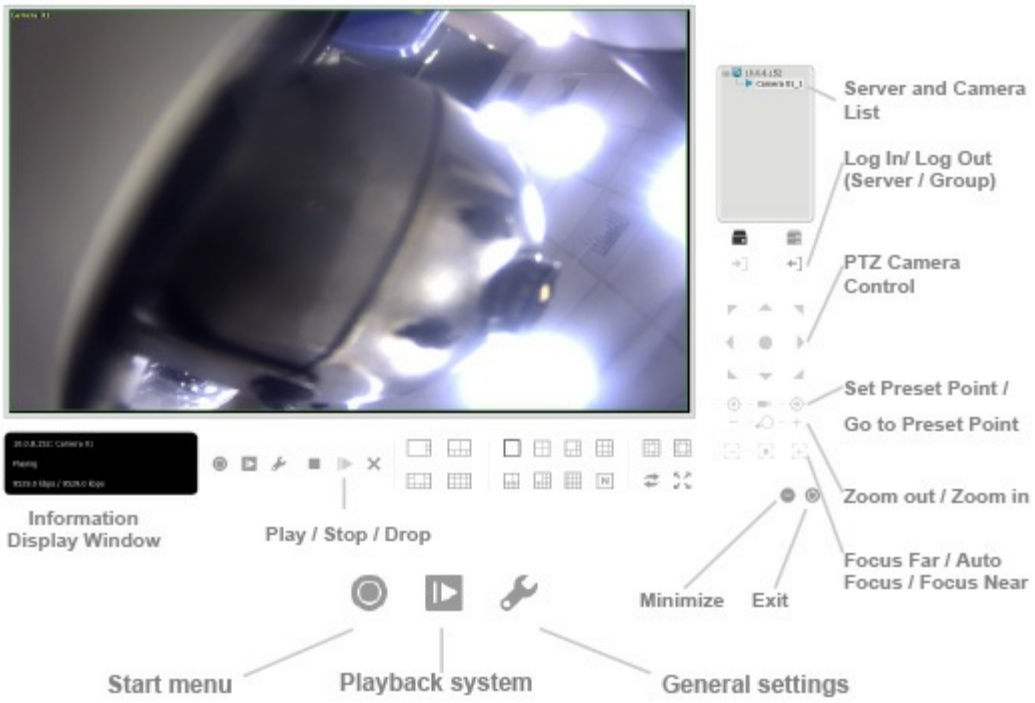
1. Click **Live View**.
2. Click **General settings**.
3. Click the **Joystick** tab.
4. Select each button's function and parameters from the pull-down menus.



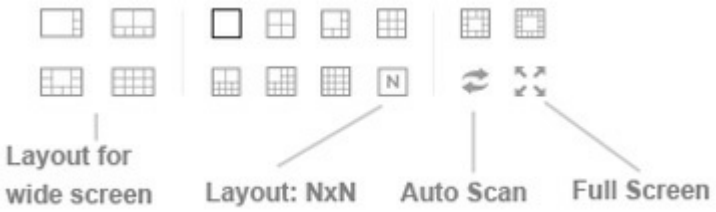
5. Click **OK**.

Live view - Desktop app (Windows)

Application Control Panel



- **Pan Tilt Zoom (PTZ) Camera Control**–Control the camera's view by using the PTZ camera control panel. The camera must support PTZ.
- **Set Preset Point / Go to Preset Point**–Adjust the camera view and make it a pre-set point. You can create multiple pre-set points.
- **Zoom**–Click the + or – button to zoom in or zoom out.
- **Minimize**–Minimize the Remote Live Viewer window.
- **Exit**–Shut down the application.
- **Play / Stop / Drop**–Select a camera and click this button to play/stop/disconnect a channel.
- **Information Display Window**–Displays video information including server name, status and bit rate for a selected channel.
- **Start Monitor > Monitor**–Select **Open Monitor** to view live video on multiple monitors.
- **Start Menu > E-Map**–Upload a map and drag the camera or I/O box onto it to track the device's location and alarm status.
- **Start Menu > I/O Control Panel**–Choose the I/O control panel to remotely adjust the Output Pins. Choose a server in the pull-down menu and click **Output** to turn it On or Off.
- **Playback**–Play video.
- **Auto Scan (see zoomed image below)**–Activate auto scan to rotate the channels on the display screen. For example, you can view a 4-split screen on the live view, while connecting 16 channels to the system. With auto scan, you can alternate how to display all 16 channels.
- **Layout (see zoomed image below)**–Click to change the layout.



Right click on the camera's screen to enable the following functions:

- **Enable Audio**–Enable audio on active channels.
- **Enable Digital PTZ**– Click + or – to zoom in or zoom out of the view. A square on the lower right indicates the camera's view.

- **Fix Aspect Ratio**–Display the image in its native ratio.
- **Fisheye Lens Setting**–Select the lens mode. The types of mode depend upon the lens's location.
  - **Generic Dewarp**–Original, Rectilinear, Quad and Dual-view panorama
  - **ImmerVision**–Original, PTZ, Quad and Perimeter
  - **Vivotek Fish Eye**–Original, Rectilinear, Full-view panorama and Dual-view panorama.
- **Stream Profile**–Select the stream profiles
  - Original
  - Low
  - Minimum
- **Snapshot**–Select **Snapshot** to capture a specific video frame.
- **Toggle Fullscreen**–View cameras in full screen. Press **Esc** or right click to return to the original view.
  Cameras that support PTZ allow for adjusting angles and positions. Drag the button on the display screen to adjust the PTZ camera's view.
  Right click on the camera's list to duplicate, connect or disconnect it.
- **Duplicate Camera**–Create multiple views. The duplicate camera view has a green indicator on the right. Cameras that support PTZ can enhance areas in the image and view them as separate channels. The standard camera view is recorded when enhancing areas.
- **Connect / Disconnect**–Connect or disconnect the camera.
- **Login / Logout Server**–Log in or log out of the server.
- **Connect All / Disconnect All**–Connect or disconnect all cameras.

Add a server

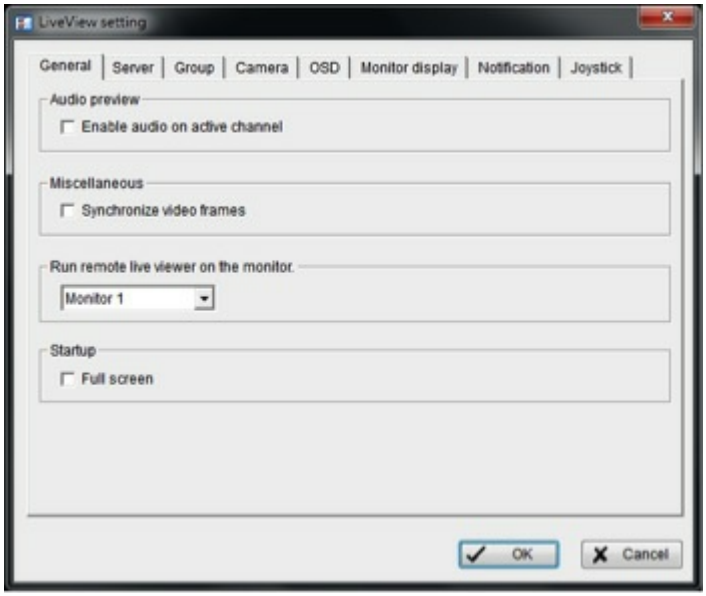
1. Click **Remote Live Viewer**.
2. Click **General settings**.

3. Click the **Server** tab.

4. Enter the server information.
5. To test the connection between the local application and the remote server, click **Test server**.
6. Click **Add** to add the server to the remote server list.
7. Click **OK**.

General settings

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **General** tab.



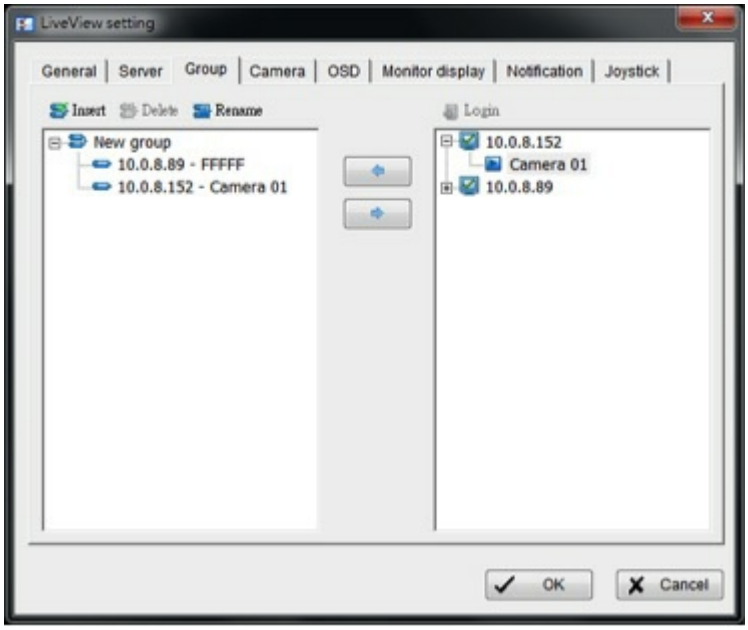
4. Select **Enable audio on active channel** to enable audio streaming.
5. Select **Synchronize video frames** to avoid video display tearing issues. This problem can occur when high demands are placed on the CPU.
6. Select the monitor to run Live View from the pull-down menu.
7. Select **Full screen** for Live View to enter full screen upon start up.
8. Click **OK**.

Create camera groups

You can create one or more groups of cameras. Before creating a group, you must log in to the servers that connect to the cameras you want to add.

1. Click **Remote Live Viewer**.

2. Click **General settings**.
3. Click the **Group** tab.



4. Click **Insert** and name the group.
5. Select the cameras to add to the group and then click the left arrow icon ( ) .
6. Repeat these steps to create additional groups.
7. Click **OK**.

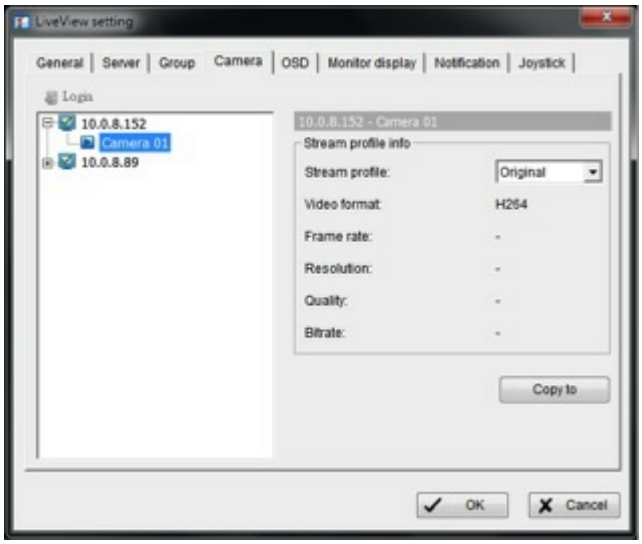
Delete or rename a camera group

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Group** tab.
4. Click the group you want to modify.
5. To permanently remove a group, click **Delete**.
6. To rename the group, click **Rename** enter the new name.
7. Click **OK**.

Stream a profile setting

You can select a the default live view profile for each camera. Before selecting the profile, adjust the stream profile for the applicable cameras. See Camera parameters.

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Camera** tab.



4. Click a camera and select its stream profile.
5. To apply this profile to other channels, click **Copy to**.
6. Click **OK**.

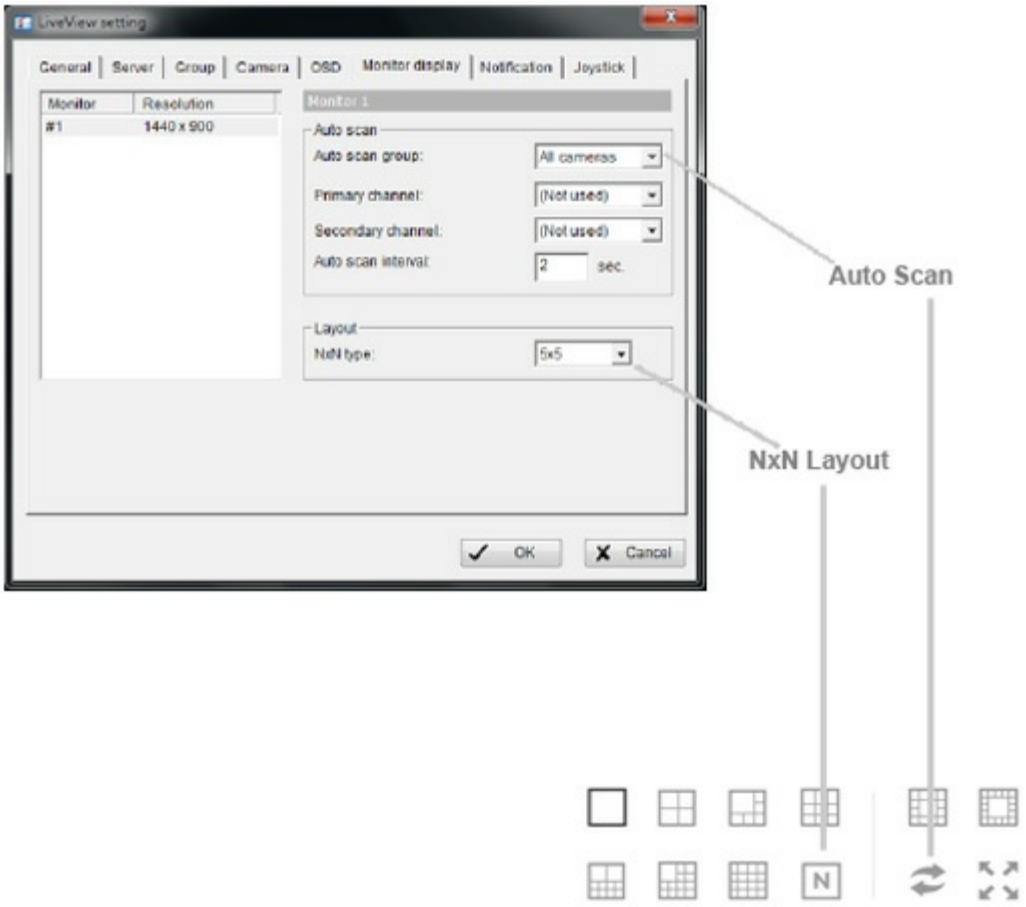
Configure on-screen display

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **OSD** tab.

4. Select **Enable camera OSD**.
5. Select the foreground and background settings.
6. Select the information that you want to display.
7. To preview the settings, click **Apply**.
8. To return to the default settings, click **Default**.
9. Click **OK**.

Set the monitor display

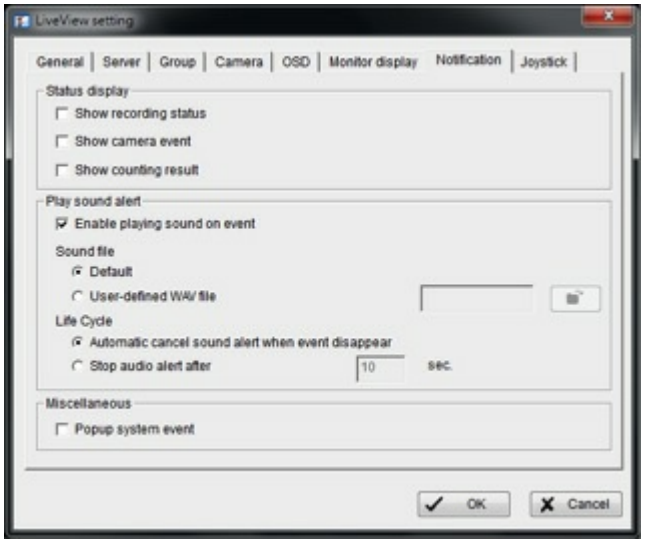
1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Monitor display** tab.



4. Configure auto scan.
5. Select the screen division in the **NxN type** pull-down menu.
6. Click **OK**.

Configure notifications

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Notification** tab.



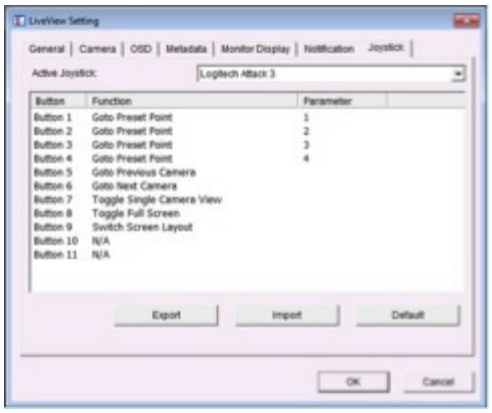
4. For a visual indicator of the recording status, select **Show recording status**.
5. To display text regarding a camera event, select **Show camera event**.
6. To play sound alerts, select **Enable playing sound on event** and define the sound.

7. To receive dialog warnings when system events are detected, select **Popup system event**.
8. Click **OK**.

> **Important info:** The sound option is only available for configured events. You must configure camera motion, camera I/O and I/O Box as events. See Event & Action Management.

Configure joystick control

1. Click **Remote Live Viewer**.
2. Click **General settings**.
3. Click the **Joystick** tab.



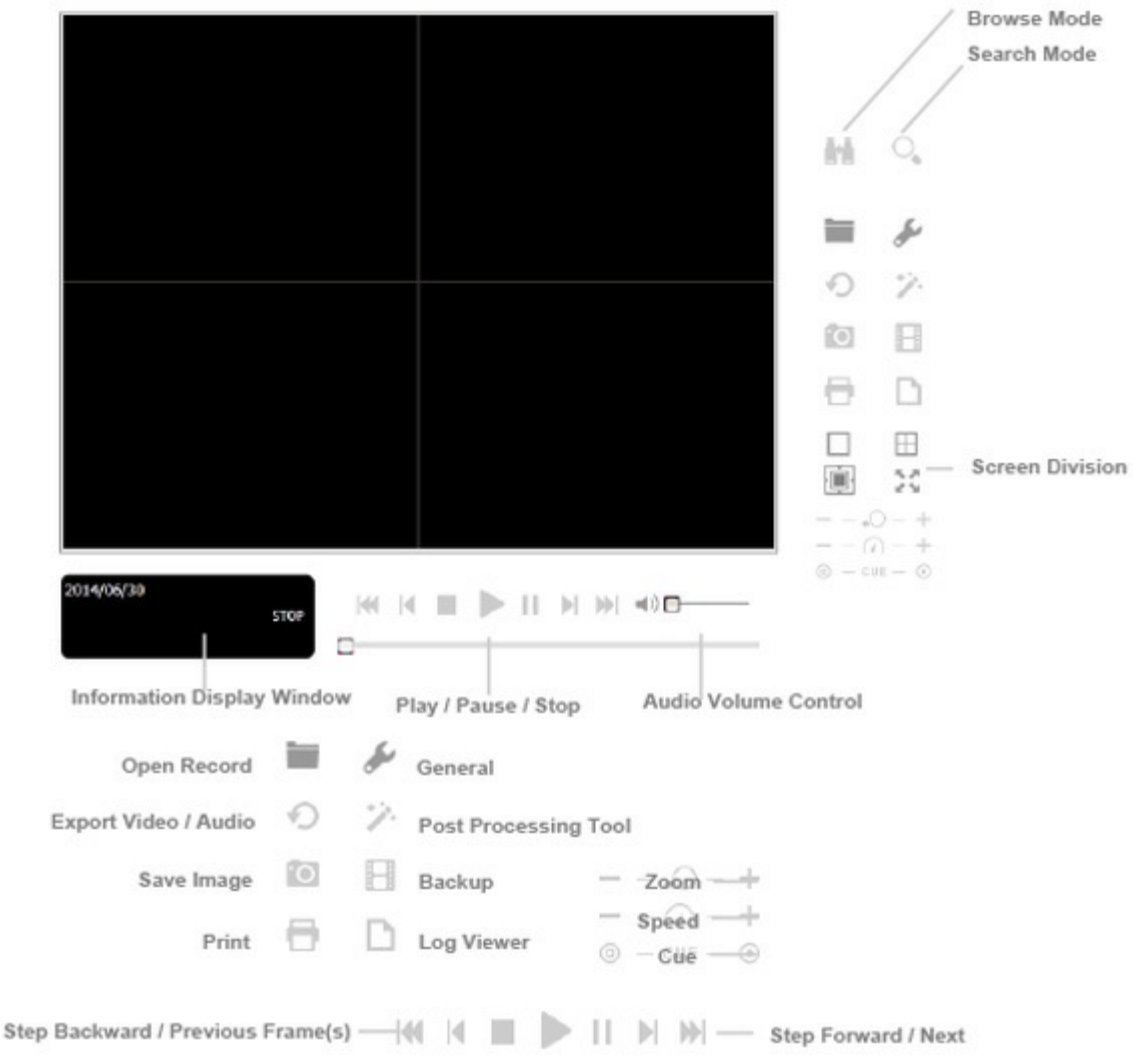
4. Select each button's function and parameters from the pull-down menus.
5. Click **OK**.

Playback

Playback is available on the NAS OS and desktop versions of Seagate Surveillance Manager.

Playback interface

Playback



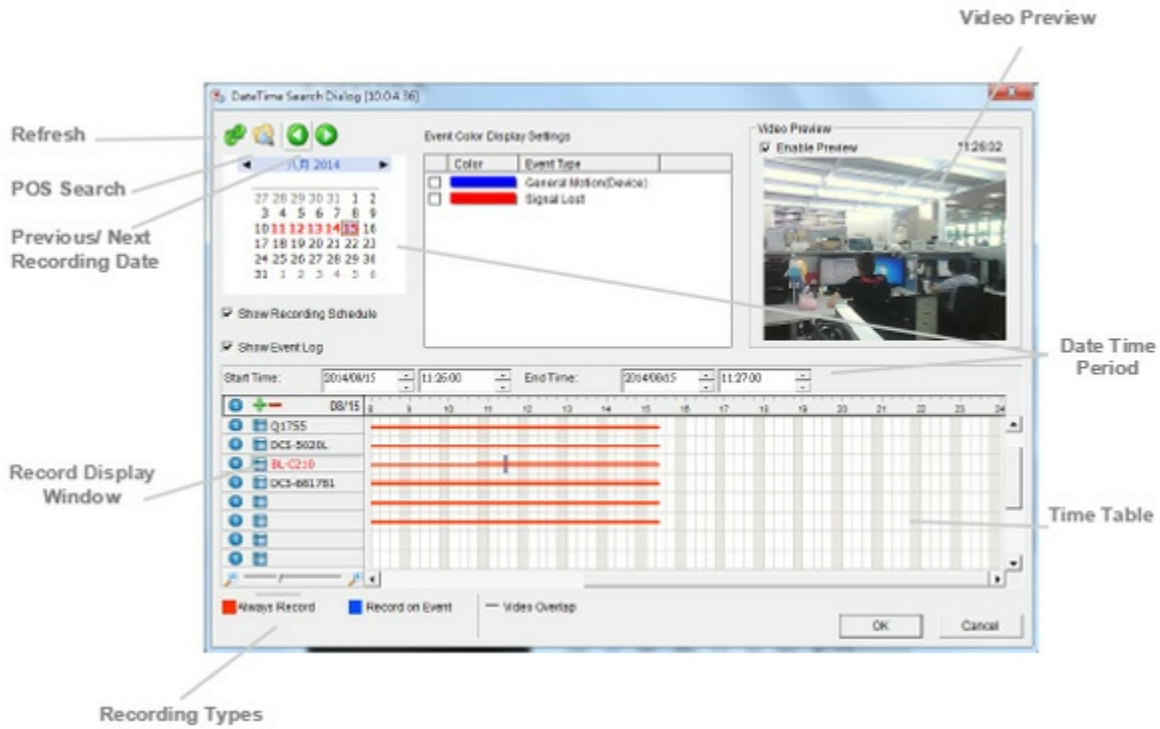
- **Information Display Window:**
  - Date and time
  - Cue-in / Cue-out points
  - Speed
- **Audio Volume Control**–Adjust the volume.
- **Screen Division**–Adjust the sub-screen display by clicking on the desired layout icon. To switch to a single camera display, double click the preferred sub-screen. Double click the screen again to return to the previous layout.
- **Browse Mode**–Play the recorded video while in Search Mode.
- **Open Record**–Click **Open Record** to access the Date-Time Panel. You can select video to play.
- **General settings:**
  - **Record Display**
    - **Calendar View**–View the Record Display Window as a calendar.
    - **List Control**–View the Record Display Window as a list.
  - **Play**
    - **Play when open**–Check this option to automatically play a video when it is opened.
    - **Auto-skip when recording in motion-only mode**–Check this option to automatically skip to the points where motion was detected.
    - **Next interval**–Set the interval for the Next button.

- **Previous interval**–Set the interval for the Previous button.
- **Capture Image**
  - **Save in clipboard**–Save the image to the clipboard.
  - **Manually save the image file**–Browse to a location to save the image. You can also name the image file and choose its format.
  - **Automatically save the image file**–Configure a default local path or URL and image format. Images are saved according to the default settings when **Save Image** is selected.

Right click on the camera screen to choose the following functions:

- **Toggle Fullscreen**–View cameras in full screen. Press **Esc** or right click on the full screen to return to the original view.
- **Fix Aspect Ratio**–View the original image.
- **Enable Fisheye PTZ**–Adjust PTZ in PTZ mode.
- **Fisheye Lens Setting**–Choose a lens mode.
  - Original
  - PTZ
  - Quad
  - Perimeter

Search video files



- Choose the **Refresh** icon to reload the Record Display Window.
- Choose the **Previous** or **Next** icons when reviewing recording dates.
- **Record Display Window**-Display the information for recorded video.
- **Date Time Period**–Select the period you want to view from the selected cameras.
- **Video Preview**–Check the **Enable Preview** option to view the selected video.
- **Time Table**–Set the recording schedule. You can select or deselect all channels and use the scale bar to

modify the time.

- **Recording Types:**
  - Red line in bold–Always record.
  - Blue line in bold–Record on event.
  - Red thin line–Recording data.
  - Black thin line–There are multiple video clips within the same period. This is due to a time change (e.g. daylight saving time).
- **Show Recording Schedule–**Show the recording schedule in the timetable.
- **Show Event Log–**Show the time of event detection in the timetable. The color of the event type can be defined by preference.

Select a video

1. From the Record Display Window at the top left of the Date Time Panel, select the date you want to search. The red lines on the timetable indicate available video files.
2. Left-click the video clip you want to review and drag the time period. After you have selected a camera, you can use set the start and end times in the Date Time Period Section. You can also modify the scale of the timetable with the icons on the bottom left.
3. If the time period has multiple videos, you are prompted to select a camera.
4. To preview the video, select **Enable Preview**.
5. Click the camera names to increase or decrease the cameras you want to play.
6. Click **OK**.

> **Important info:** The Record Display Window can be shown in calendar view or list control view. To modify the settings of the record display window, click **General settings**.

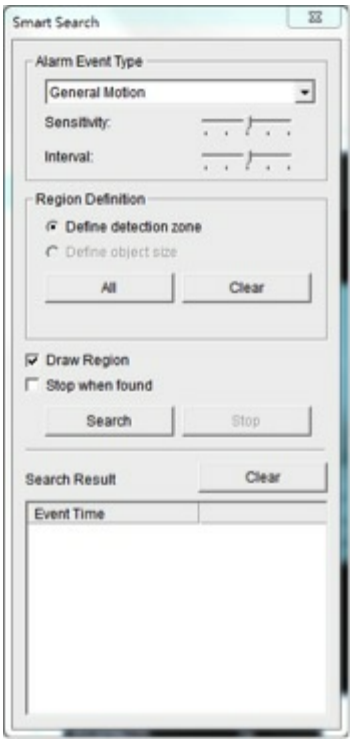
Play a video

1. Confirm that you have set the schedule / recording event.
2. Click **Playback**.
3. Click **Open Record**.
   The Record Display Window shows the video clips.
4. Select the date to search.
5. Select the video you want to view.
6. Click **OK**.

Intelligent search

You can search for specific events and motion events in a video using the Intelligent Search Tool.

1. Open the video file and click **Search Mode**
2. Select an alarm event type.
   - General Motion—Detect movement in the defined area.
   - Foreign Object—Detect foreign objects in the defined area.
   - Missing Object—Detect objects that have been removed from the defined area.
   - Focus Lost—Detect when cameras lose their focus.
   - Camera Occlusion— Detect when cameras are blocked.



3. Define the area to search by dragging the cursor to draw a detection zone. You can define more than one zone.
4. Set the sensitivity with the slider. Moving to the right increases the sensitivity, which means a relatively small movement triggers an alarm.
5. Set the motion interval with the slider. Moving to the right increases the time interval, which means that longer movements trigger an alarm.
6. To list all discovered events, select **Stop when found**.
7. Click **Search**.

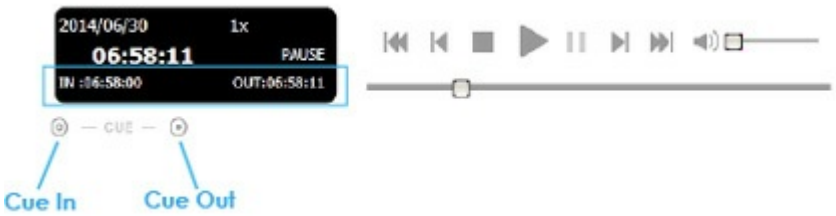
Enhance recorded video

1. Click **Playback**.
2. Click **Open Record**.
3. Click the **Notification** tab.
4. In the Record Display Window, select a date.
5. Select the video you want to enhance and click **OK**.
6. Click **Enhancement**.

7. Select whether to apply the settings to all channels or only the active channel.
8. Adjust the **Filter Settings** sliders.
   - **Visibility**–Adjusts the image's gamma value of the image. This option can help clean the image.
   - **Sharpen**–Moving to the right sharpens the image. Moving to the left softens it.
   - **Brightness**–Moving to the right brightens the image.
   - **Contrast**–Moving to the right increases the contrast.
   - **Grey Scale**–Select to display the image in black and white.
9. Click **OK**.

Save a video file

1. Click **Playback**.
2. Click **Open Record**.
3. Select a date.
4. Select a video and click **OK**.
5. Select the camera display to save as a video clip.
6. Select the cue in and cue out points in the information window.



7. Click **Save Video**.
8. In the Export Video/Audio window, select where to export the file.
9. Name the file and click **Save**.
10. Select the export format.

> **Important info:** It is recommended to use the .asf format. The .avi format increases the frame rate and forces the video to run faster than normal.

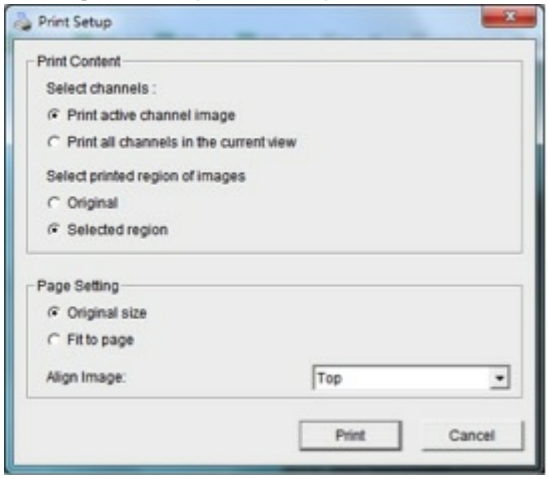
11. Select the use profile.
12. Select whether you want to export the recorded video with its audio and OSD data.
13. Click **OK**.

Save an image in a video

1. Click **Playback**.
2. Click **Open Record.**
3. Select a date.
4. Select a video and click **OK**.
5. Select the camera display and review the video.
6. Click **Save Image** when the image appears.
7. Select where to save the file.
8. Select the image format, BMP or JPEG.
9. Name the file and click **Save**.

Print an image in a video

1. Click **Playback**.
2. Click **Open Record**.
3. Select a date.
4. Select a video and click **OK**.
5. Select the camera display and review the video.
6. Click **Print** when the image appears.
7. Configure the print setup.

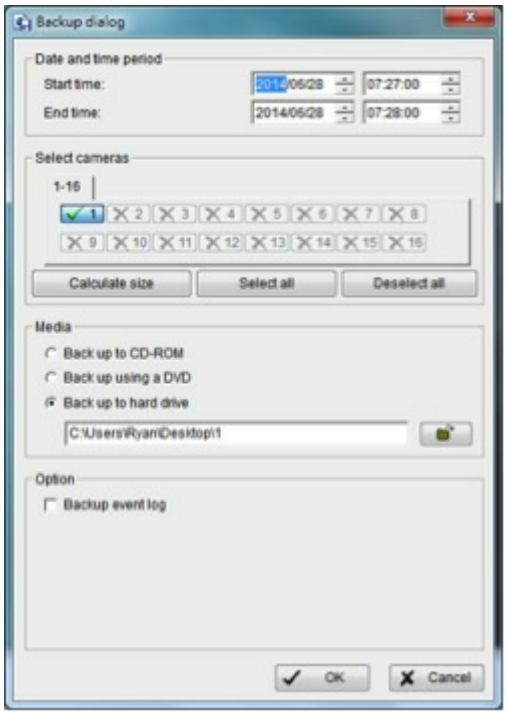


8. Click **Print**.

Back up video files

Backup saves all the video files within a set period of time.

1. Click **Open Record**.
2. Click **Backup**.

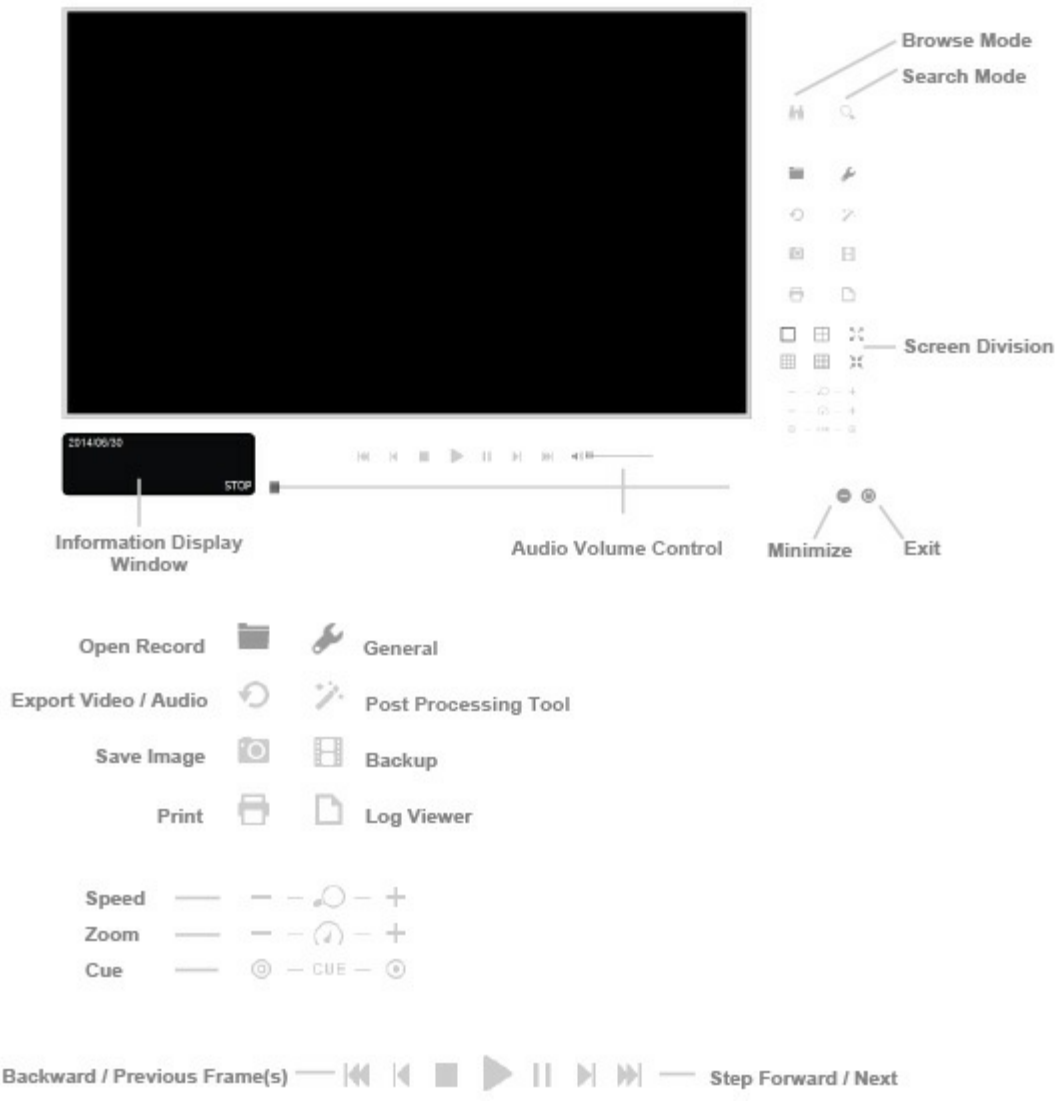


3. Set the start and end times.
4. Select the cameras to back up.
5. Select the media format and a path to back up the files.
6. Click **OK**. The amount of time to back up files depends on the length of the time period, number of recordings, and number of channels.

Playback – Desktop App

Application Control Panel

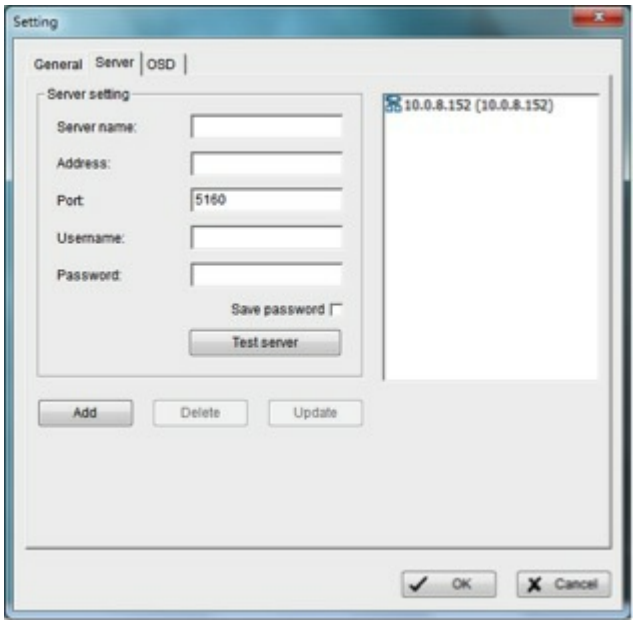
The desktop app's **Playback System** is similar to the playback panel in NAS OS.



Add a server

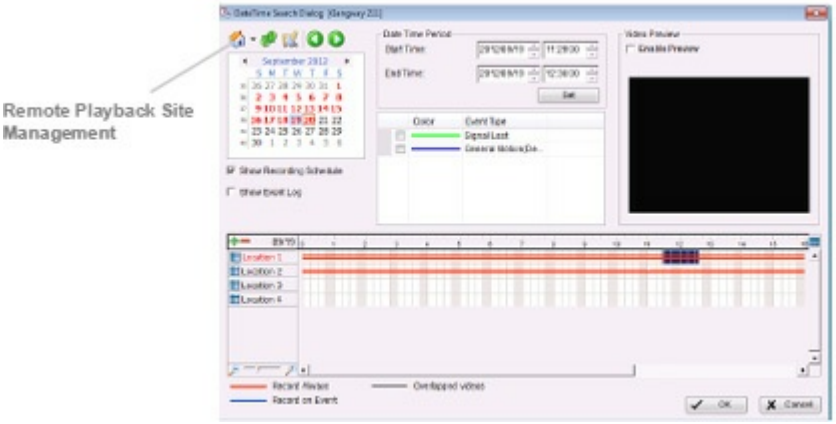
Before using the Playback System, you must set a connection to a server that manages one or more cameras.

1. Select **Playback System**.
2. Click **General settings**.
3. Click the **Server** tab.
4. Enter the server information.



5. To test the connection between the local application and the remote server, click **Test server**.
6. Click **Add** to add the server to the remote server list.
7. Click **OK**.

Search video files



1. Click **Playback System**.
2. Click **Open Record**.
3. Click the Home icon on the top left of the Date-Time Panel. The Remote Playback Site Management dialog opens.
4. Select the server you want to access.
5. Select the recording you want to view in the Time Table.
6. Set the Date Time Period.

The search function in the desktop app's Playback System is similar to the NAS OS. See Search the Recorded Video for details.

Play a video

1. Confirm that you have set the schedule / recording event.
2. Click **Playback System**.
3. Click **General settings** and select the **Server** tab to set the connection to one or more servers. See Add

Server.
4. Click **Open Record**.
5. Select a date. See **Search the Recorded Video** for more information.
6. Select the video you want to review.
7. Select the start and end points of the viewing period.
8. Click **OK**.

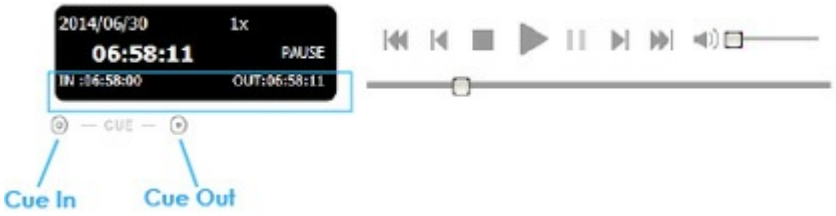
Intelligent Search

You can search for specific events and motion events in a video using the Intelligent Search Tool.

1. Click **Playback System**.
2. Click **Open Record**.
3. Select a date. See Search the Recorded Video for more information.
4. Select the video you want to review.
5. Select a camera display.
6. Click **Search Mode** to open the Intelligent Search Tool panel.
7. See Intelligent Search for more instructions.

Save a video file

1. Click **Playback System.**
2. Click **Open Record.**
3. Select a date. See Search the Recorded Video for details.
4. Select a video and click **OK.**
5. Select the camera display to save as a video clip.
6. Select the cue in and cue out points in the information window.



7. Click **Save Video.**
8. In the Export Video/Audio window, select where to export the file.
9. Name the file and click **Save.**
10. Select the export format.
11. Select the use profile.
12. To include the recorded audio, select **Export Audio.**
13. Click **OK.**

Save an image in a video

1. Click **Playback System.**
2. Click **Open Record.**
3. Select a date. See Search the Recorded Video for details.
4. Select a video and click **OK.**

5. Select the camera display and review the video.
6. Click **Save Image** when the image appears.
7. Select where to save the file.
8. Select the image format, BMP or JPEG.
9. Name the file and click **Save.**

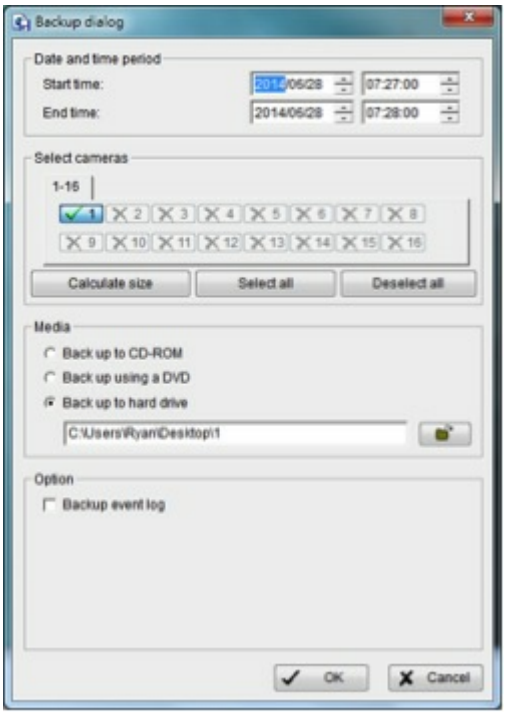
Print an image in a video

1. Click **Playback System.**
2. Click **Open Record.**
3. Select a date.
4. Select a video and click **OK.**
5. Select the camera display and review the video.
6. Click **Print** when the image appears.
7. Configure the print setup.
8. Click **Print.**

Back up video files

Backup saves all the video files within a set period of time.

1. Click **Playback System.**
2. Click **Open Record.**
3. Click **Backup.**
4. Set the start and end times.
5. Select the cameras to back up.
6. Select the media format and a path to back up the files.
7. Click **OK.** The amount of time to back up files depends on the length of the time period, number of recordings, and number of channels



Remote Live Viewer and E-Map

E-Map lets you track live events with instant alerts. The arrows and lightening icons represent cameras and I/O devices. The icons turn red when the app receives an alert.

E-map has two modes:

Icon	Feature	Description
	Edit Mode	Add, edit, or delete maps and indicators.
	Browse Mode	During live viewing, you can confirm alert hierarchies, the device list, indicators and other settings. You cannot adjust E-map settings during a live event.

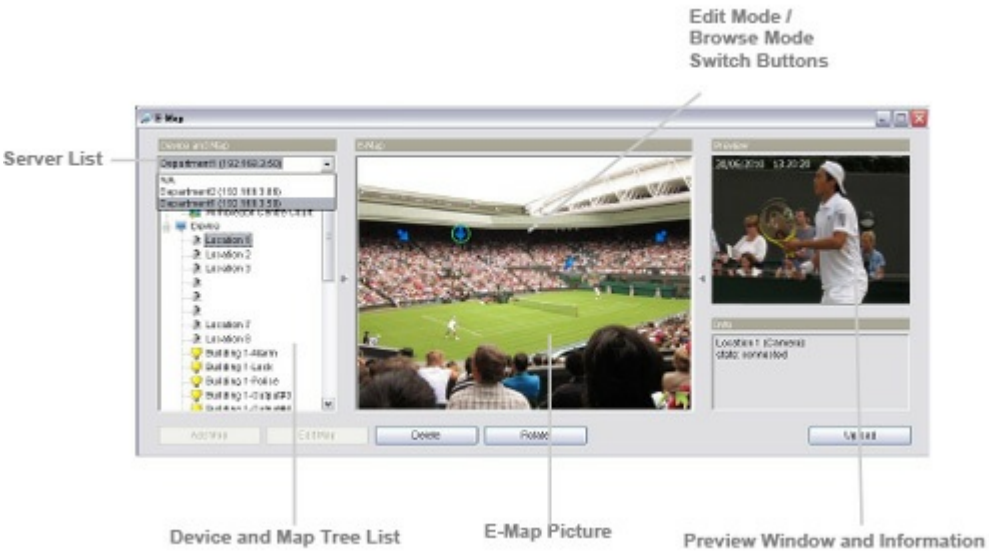
E-map is available in:

- **NAS OS**–It is recommended that users access NAS OS using Internet Explorer.
- **Desktop app**–The desktop app is compatible with Windows.

E-Map - NAS OS app

1. Click **Live.**
2. Click **Start menu** and select **Open E-Map.**

E-Map Control Panel



Icon	Feature	Description
	Map	Select a map.
	Camera	Select a camera to preview video or to mark an indicator on E-map.
	Digital Input	Select a device to review its status. IP cameras display live video.
	Digital Output	Select a device to review its status. IP cameras display live video.
	Map Indicator	Click to review the next map layer. To return to the previous layer, click the back arrow icon.
	Back arrow	Click to return to the previous window.
	Camera Indicator	Shows the cameras dragged from the Device and Map Tree List. This indicator provides preview video and related information. The camera indicator turns red when an event occurs.
	Digital I/O Indicator	Shows the I/O devices dragged from the Device and Map tree list. This indicator provides information about the devices. The digital I/O indicator turns red when an event occurs.

Add a map

1. Select **Edit Mode.**
2. Make sure that all devices are ready.
3. Right-click the Map icon ( ) in the Device and Map tree list or click **Add Map.**
4. Select a **Map Image File**, name it, and then click **OK.**
   The new map appears in the Device and Map tree list.
5. Drag the map indicator ( ) to the desired position on the map.
6. Repeat the steps to add more maps.

7. Click **Upload** to enable the settings.

> **Important info:** The maximum file size for a map is 500KB. A map has 10 layers.

Edit a map

1. Select **Edit Mode.**
2. Make sure that all devices are ready.
3. Right-click the Map icon ( ) in the Device and Map tree list, or click **Edit Map.**
4. Adjust the map's settings.
5. Repeat the steps to edit more maps.
6. Click **Upload** to enable the settings.

Delete map

1. Select **Edit Mode**.
2. Make sure that all devices are ready.
3. Right-click the Map icon ( ) in the Device and Map tree list, or click **Delete.**
4. Repeat the steps to delete more maps.
5. Click **Upload** to confirm the map removal.

Add a device indicator

1. Select **Edit Mode.**
2. Make sure that all devices are ready.
3. Select a map.
4. Select a device from the list and drag it to the desired location on the map.
5. Repeat the steps to add more indicators.
6. Click Upload.

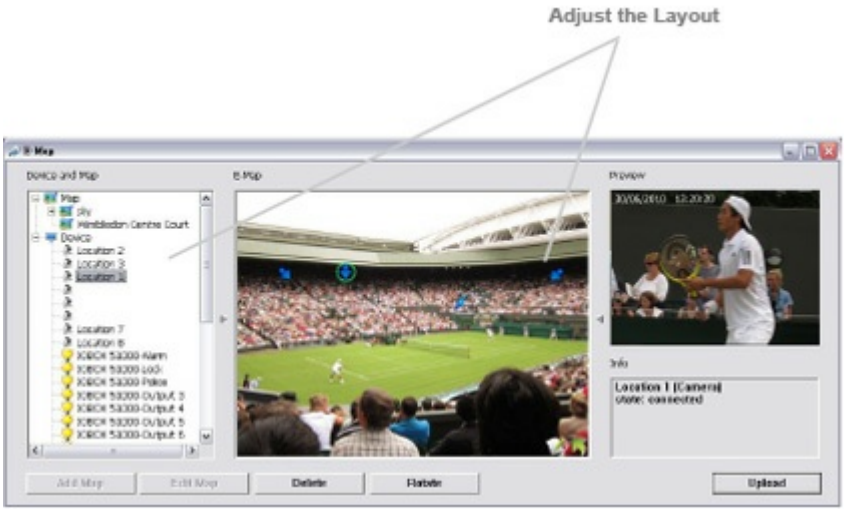
Rotate a device indicator

1. Select **Edit Mode.**
2. Make sure that all devices are ready.
3. Select a map.
4. Right-click a camera indicator, or click **Rotate** to adjust its direction.
5. Repeat the steps to rotate more indicators.
6. Click **Upload.**

Delete the device indicator

1. Confirm that **Edit Mode** is selected and that all devices are ready.
2. Right click on the indicator, or click **Delete.**
3. Repeat step 2 to delete additional indicators.
4. Click **Upload** to confirm the settings.

Layout Adjustment



Icon	Feature	Description
	Adjust the Layout	Click the triangle to hide or reveal the Device and Map Tree List / Preview and Information Window.
	Maximize the Map	Click the square icon on the upper right to enter full screen.

Relative configuration and application

E-Map alerts and dialog windows appear when events occur. See Notification for details on alerts.

E-Map – Desktop app

1. Click **Remote Live Viewer.**
2. Click **Start menu.**
3. Click **Open E-Map.**

E-Map Control Panel

Server List–Select a server to display its E-map settings.

E-Map for the desktop app is similar to the NAS OS app. See E-Map - NAS OS app for instructions.

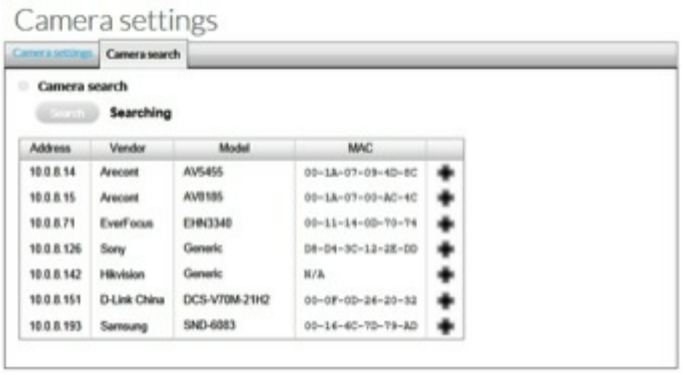
Camera

You can add cameras connected to the local network using:

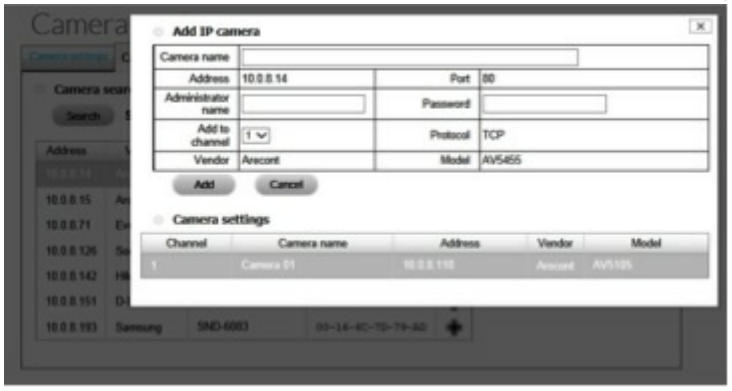
- UPnP (cameras must support UPnP)
- Camera search tool

Add cameras by searching the local network

1. Click **Settings**.
2. Click the **Camera search** tab.
3. Click **Search**.
   The cameras found on the network are listed. Cameras that have been added to a server are blue.
4. Click the **+** icon to add a camera.



5. Name the camera and enter the admin username and password.

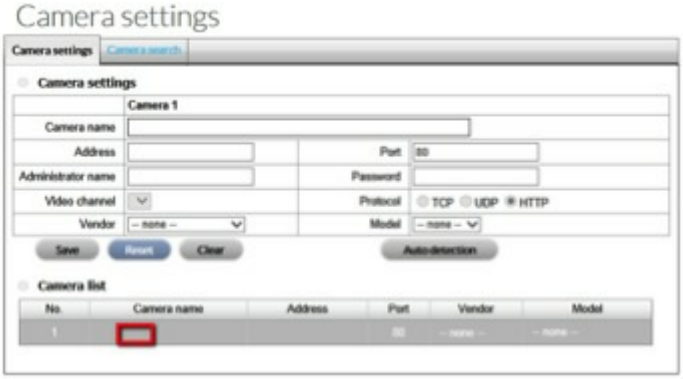


> **Important info:** Administrator privileges are recommended when creating a camera's credentials.

6. Click **Add**.

Add cameras manually

1. Click **Settings**.
2. Click the **Camera settings** tab.
3. In the camera list, select the channel you want to add.
4. Enter the camera's information.



> **Important info:** Administrator privileges are recommended when creating a camera's credentials.

5. (Optional) After entering the IP address, port, username, and password, click **Auto detection** to add additional camera data.
6. Click **Save**.

> **Note:** To return to the camera's previous settings, click **Reset**. To use the camera's default settings, click **Clear**

Modify camera information

1. Click **Settings**.
2. Click the **Camera settings** tab
3. Select the camera you want to modify.
4. Make the changes and click **Save**.

Replace a camera

1. In the navigation bar under Camera, click **Settings**.
2. Click the **Camera settings** tab.
3. Select the camera you want to replace.
4. Add the information about the new camera and click **Save**.

Video Quality

Adjust video settings

Mobile clients require a stream profile. Live stream displays with lower frames per second (FPS).

1. Click **Video**.
2. Click the **Camera parameter** tab and select the camera you want to modify.
3. Make your changes and click **Save**.

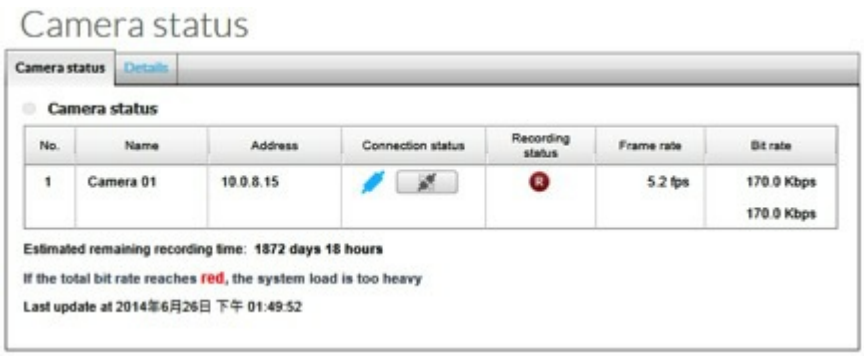
Configure the lens

> **Important info:** Configure the lens settings when the lens is properly installed on the camera. If the lens is not installed, a warning message appears regarding access to the Live View page.

1. Click **Video**.
2. Click the **Lens settings** tab and select the camera you want to modify.
3. Make your changes.
   Note: For Lens Type, Generic Dewarp is suitable for most fisheye cameras.
4. Click **Save**.

View camera status

1. Click **Status**.
2. Click the **Camera status** tab.



- **Connection status**–Click **Connect / Disconnect**to change the connection status.

Icon	Feature	Status
	Connection Status	Connected
	Connection Status	Disconnected
	Connection Status	Connecting
	Connection Button	Connected: Normal
		Connected: Over
	Connection Button	Disconnected: Normal

		Disconnected: Over

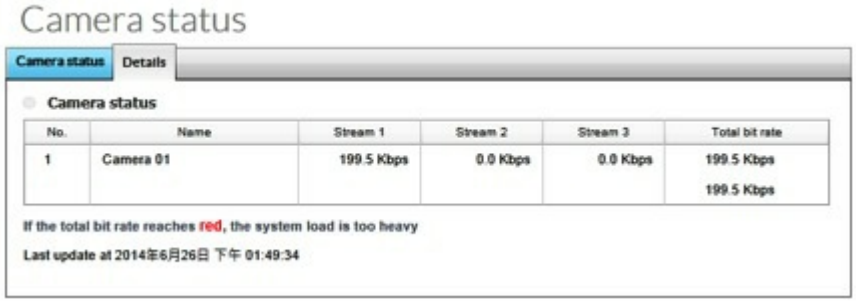
- **Recording status**–The camera's recording schedule.

Icon	Feature	Status
	Recording Status	No Recording
	Recording Status	Always Recording – Recording
	Recording Status	Always Recording – Stopped
	Recording Status	Schedule Recording – Recording
	Recording Status	Schedule Recording – Stopped

- **Frame rate**–The camera's frame rate.
- **Bit rate**–The camera's bit rate.
- **Estimated remaining recording time**–Estimated remaining recording time. The time is determined by dividing the free capacity by the total dynamic bit rate.

View camera status details

1. Click **Status.**
2. Click the **Details** tab.



Important info: If the total bit rate is red, the load placed on the NAS's CPU is too heavy.

Schedule

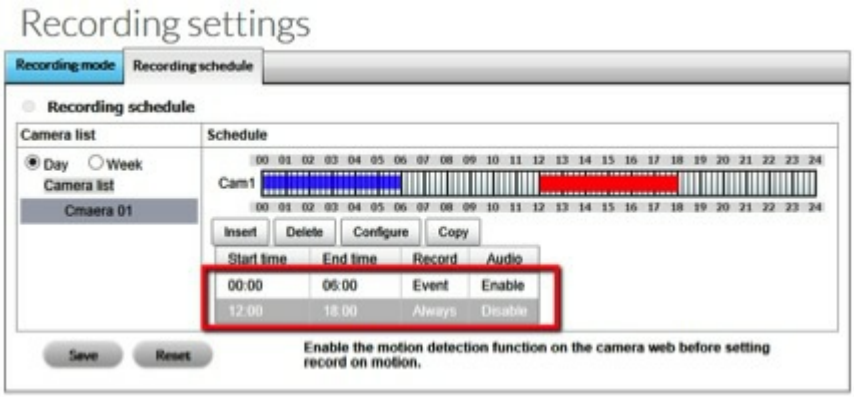
Configure recording mode

1. Click **Schedule**
2. Click the **Recording mode** tab.
3. Set the recording mode.
4. To remove the oldest video files when storage space is low, select **Automatic recycle**.
   It is highly recommended to enable automatic recycling when storage space is less than 10%.

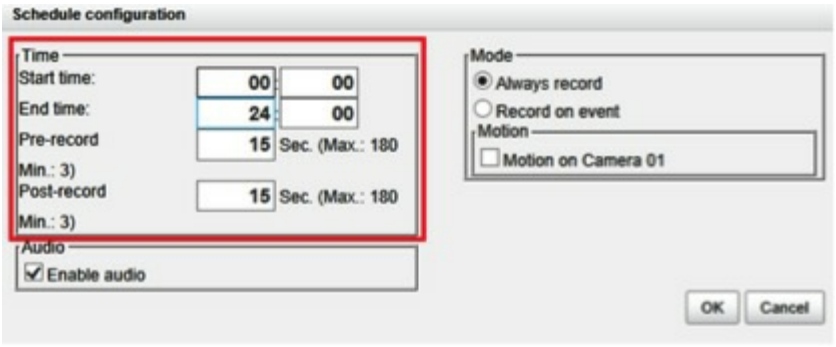
> **Important info:** When both *Automatic recycle* and *Keep video* are enabled, *Automatic recycle* has priority.

Schedule recordings

1. Click **Schedule.**
2. Click the **Recording schedule** tab.
3. Select the frequency.
   - **Day**–Record daily at the same time.
   - **Week**–Record daily at different times.
4. Select a camera.
5. Click **Configure.**



6. Configure the start and ends times and the recording mode.
   Note: If you select **Record on event**, the motion that triggers the event must already be configured.



7. Click **Save.**

> **Important info:** When changing a camera's motion detection settings, make sure to disconnect it first. Reconnect it once the settings have been adjusted.

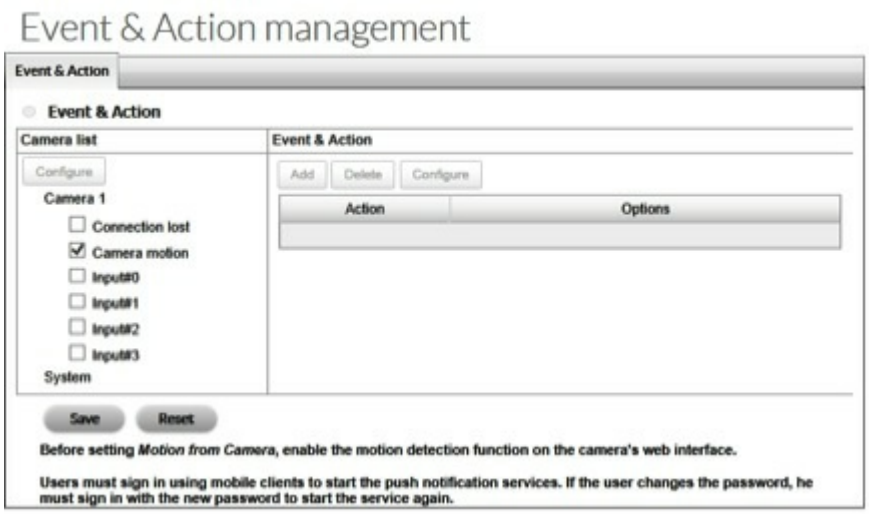
> **Important info:** When setting an event, Motion or Digital inputs can be triggered from other cameras. For example, a camera can be set to begin recording when motion or a digital input occurs on other cameras or I/O Boxes.

> **Important info:** You can drag the time bar to set a camera's schedule.

Events

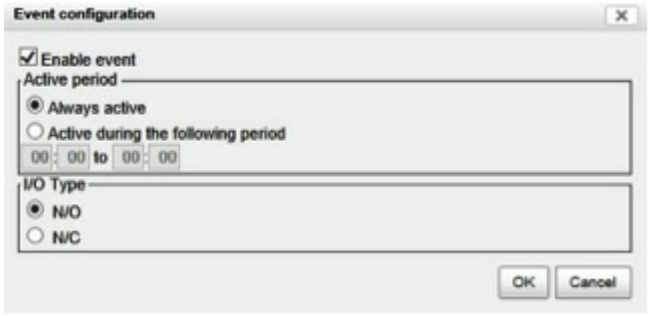
Set up an event

1. Click **Events.**
2. Click **Event & Action.**
3. Select the camera.
4. Select an event on the left. The event list shows events that the camera supports.



> **Important info:** Before choosing Camera motion, make certain to configure the camera's motion detection settings.

5. Click **Configure.**
6. In the **Event configuration** window, configure the event.



7. Click **OK.**
8. Click **Add** to select an action for the event.

9. To modify an action, click it and then click **Configure.**
10. Click **Save** to confirm the settings.

Important info: After selecting camera events, the event information displays when it is triggered.

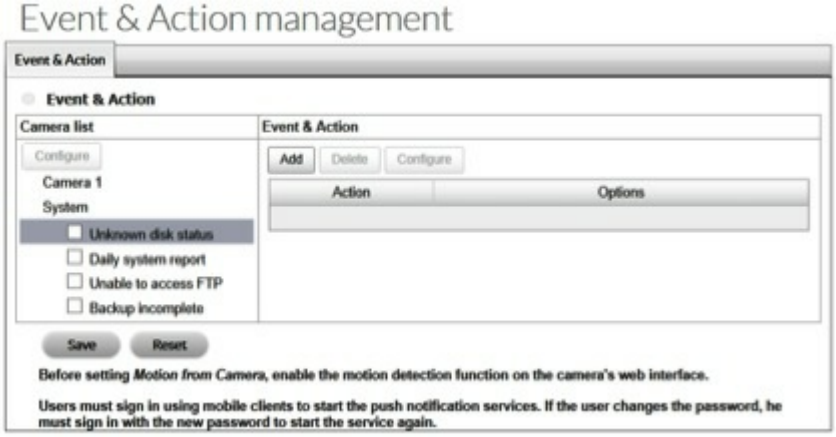
Set up I/O box input actions

1. Click **Events.**
2. Click **Event & Action.**
3. Select an I/O Box input from the list.
4. Click **Add** to select an action.
5. To modify the action, click it and then click **Configure.**

6. Click **Save.**

Set up system events and actions

1. Click **Events.**
2. Click **Event & Action.**
3. Click **System** to view the list of system events.

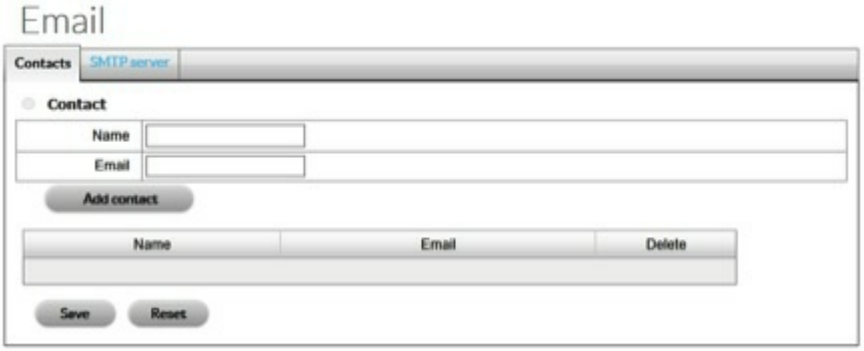

Event & Action management
Event & Action
Event & Action
Camera list
Event & Action
Configure
Camera 1
System
Unknown disk status
Daily system report
Unable to access FTP
Backup incomplete
Add
Delete
Configure
Action
Options
Save
Reset
Before setting Motion from Camera, enable the motion detection function on the camera's web interface.
Users must sign in using mobile clients to start the push notification services. If the user changes the password, he must sign in with the new password to start the service again.

4. Click **Add** to set up the actions for the event. Follow the steps in Set up Event & Action.
5. Click **Save.**

Notifications

Add event contacts

1. Click **Notifications.**
2. Click the **Contacts** tab.



3. Enter the contact information.
4. Click **Add contact.**
5. Click **Save.**

Edit the SMTP server

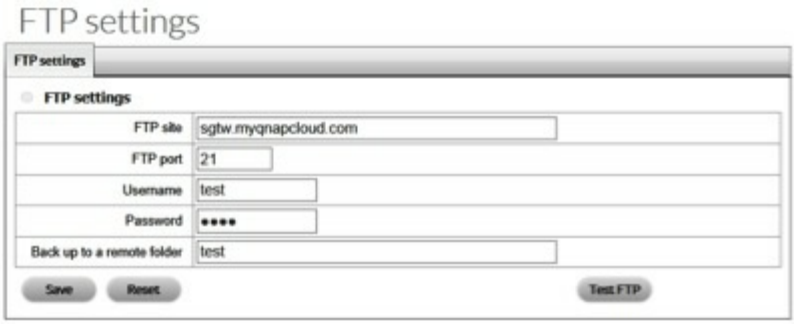
1. Click **Notifications.**
2. Click the **SMTP server** tab.
3. Make your changes.

4. Click **Send test mail** and confirm that the email arrived.
5. Click **Save.**

Settings

Set up backups to an FTP server

1. Click **FTP.**
2. Enter the FTP server information. The folder format is “Folder Name”, “FolderName/SubFolderName”, etc.



3. Click **Test FTP.** The test places a folder with a snapshot on the FTP site.
4. Click **Save.**

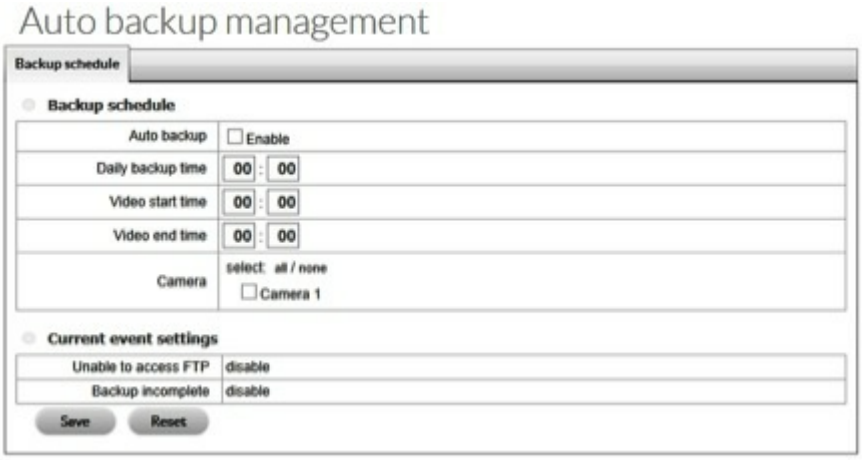
> **Important info:** Ensure that the FTP account has administrator rights, and the FTP server has sufficient storage for the backups.

Backups

Backups to the FTP server are performed daily, saving video from the previous day. The administrator chooses the time period to back up.

Set up a backup schedule

1. Click **Backup.**
2. Click the **Backup schedule** tab.
3. Configure the backup schedule.



Current event settings show the Auto backup's status. Follow the instructions at Set Up System Events and Actions to configure events and actions for the FTP server.

> **Important info:** The system backs up recorded video files one by one. If the connection to the FTP server experiences problems, the system attempts to write a file three times before moving to the next file. If the connection to the FTP server is lost, the system stops the backup. The Auto backup can resume when the connection is re-established.

I/O box

It is assumed that you have already installed an I/O box. Seagate cannot take responsibility for I/O boxes. If an I/O box presents problems or cannot be configured with Seagate Surveillance Manager, it is recommended that you use a compatible camera.

Add the I/O box

1. Click **Input/Output.**
2. Click **I/O box settings.**
3. Configure the settings.

4. Click **Create** to add the device to the I/O Box List. You can add more than one I/O box.

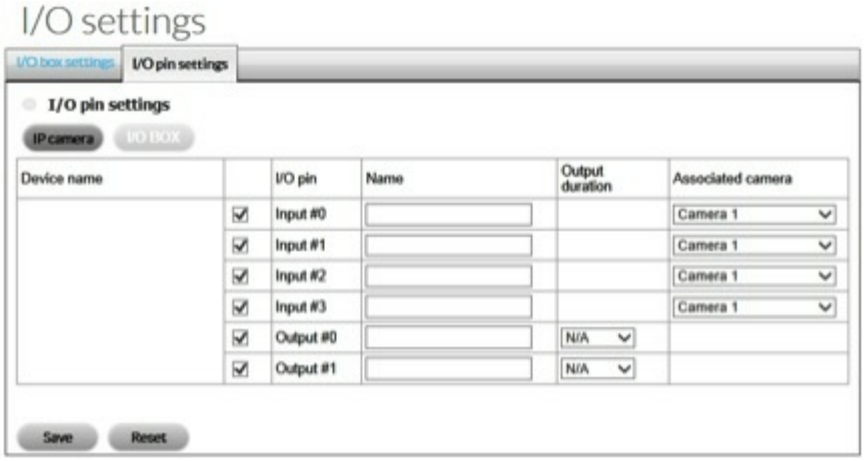
5. Click **Save.**

Modify I/O box settings

1. Click **Input/Output.**
2. Click the **I/O box settings** tab.
3. Click the I/O box you want to modify.
4. Adjust the settings and click **Modify.**
5. Click **Save.**

Configure I/O pin settings

1. Click **Input/Output.**
2. Click the **I/O pin settings** tab.
3. Select a pin and give it a name.



4. Associate a camera or I/O box with the pin. The link defines the communication between the server (NAS OS device) and client (camera or I/O box).
5. Configure the amount of time that the device responds to an event in the **Output duration** pull-down menu. **N/A** stands for unlimited.
6. Click **Save.**

> **Important info:** The I/O pin box must be selected and configured to be available on the app's settings pages.

Network

Configure Live View and the Playback Service

1. Click **Network.**
2. Click the **Live view & Playback service** tab.
3. You can configure the following settings:

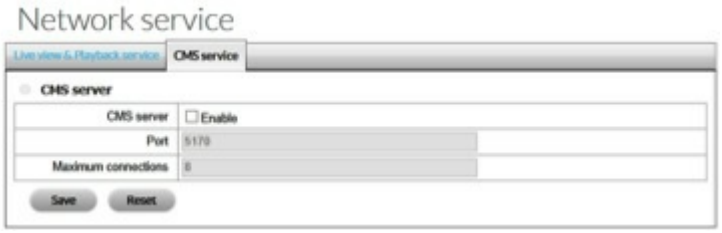
- **Live streaming server**
  - **Port**–Live streaming transmission port.
  - **Maximum connections**–Number of remote access connections (maximum is 64).
- **Playback server**
  - **Port**–Playback transmission port.
  - **Maximum users**–Number of users who can play video at the same time (maximum is 8).
  - **Log access**–Add playback access information on the NVR Log page.
- **Allowed / Blocked list**
  - **Allowed list**–Only IP addresses from the allowed list can log in.
  - **Blocked list**–IP addresses from the blocked list are unable to log in.

For Maximum Connections, one connection means that one user connects to one camera. However, a single user can connect to more than one camera. Each connection is counted when calculating the maximum connections. For example, if maximum connections is set to 16, 4 users can connect to 4 cameras.

Configure the CMS Service

You can enable the Central Management Service (CMS), allowing compatible servers to connect to Seagate Surveillance Manager.

1. Click **Network.**
2. Click the **CMS service** tab.
3. Select the applicable settings and click **Save.**

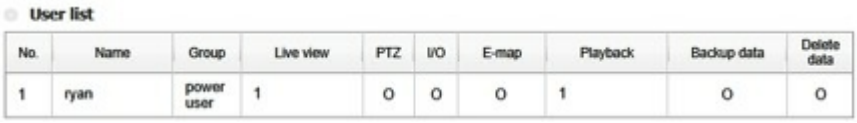


Users

View the User list

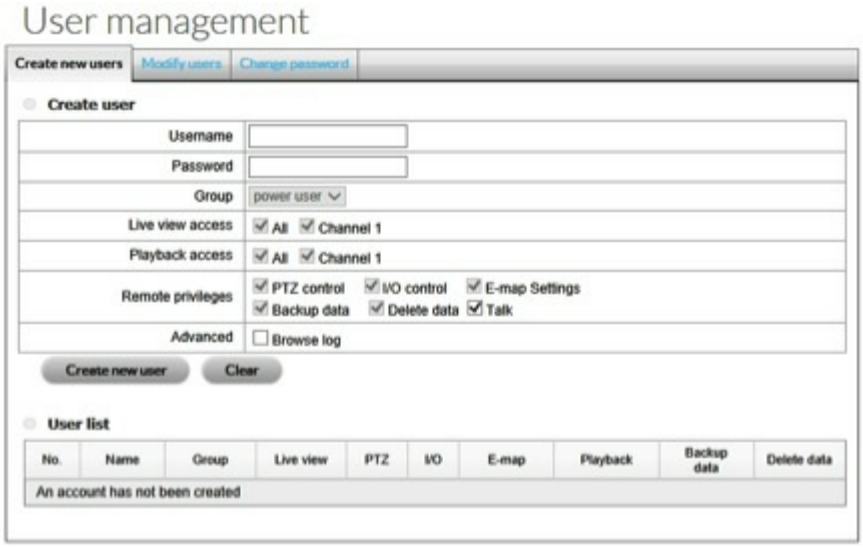
1. Click **Users.**
2. Click the **Create new users** tab.

The list is displayed on the bottom of the page.



Add users

1. Click **Users.**
2. Click the **Create new users** tab.



3. Enter the username and password.
4. Add the user to a **Group.** For example, a Power user has access to all settings, except FTP, Backup, Network, Users, License, Logs, Save and Load.
5. Select the **Live view** and **Playback access** channels available to the user.
6. In **Remote privileges,** select the privileges available to the user.
7. In **Advanced,** check the box if the user can access the Browse log.
8. Click **Create new user.**

> **Important info:** Seagate Surveillance Manager supports one user named **admin** with full access to all management features.

Modify user settings

1. Click **Users.**
2. Click the **Modify users** tab.

3. Click a user in the **User list**.

4. Make your changes and then click **Modify user.**

Change a user's password

1. Click **Users.**
2. Click the **Change password** tab.

3. Select the user in the **Username** pull-down menu.
4. Enter the new password and then click **OK.**

Delete users

You can delete all users, except **admin.**

1. Click **Users.**
2. Click the **Modify users** tab.
3. Locate the user in the User list.
4. Click the delete icon at the far right of the user's row.

5. Confirm the deletion.
6. Click **OK.**

License Activation and Transfer

A Seagate NAS OS device with Seagate Surveillance Manager includes one camera license. To add more cameras to the Seagate Surveillance Manager, users can purchase licenses. For details on adding cameras, see the Seagate Surveillance Manager website.

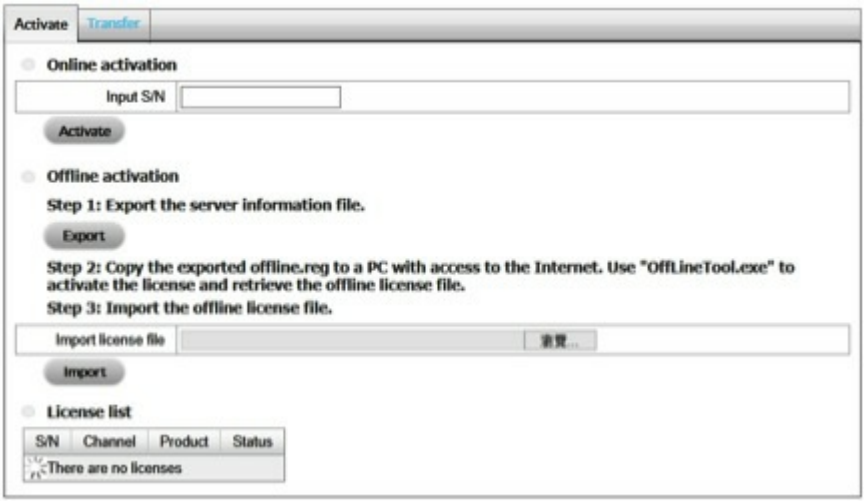
License activations and transfers can be performed:

- **Online**–The NAS OS must be connected to the Internet. Use the NAS OS app.
- **Offline**–Use the NAS OS app to download the device's identification details and the desktop app to activate the license. The PC running the desktop app must have access to the Internet.

Make certain to purchase licenses before following the directions in this section. Licenses include serial numbers to be used for activation.

Online license activation

1. Click **License.**
2. Click the **Activate** tab.



3. Enter the serial number at **Online activation > Input S/N.**
4. Click **Activate.**

Offline license activation

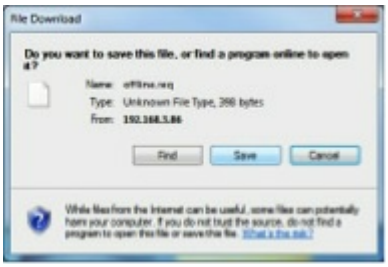
Offline activation is performed in three operations. Follow the steps below.

NAS OS app

Download the identification file from the NAS OS app.

1. Click **License.**
2. Click the **Activate** tab.

3. At **Offline activation > Step 1**, click **Export** to save your NAS OS device's identification file. The file, *offline.req*, is needed to activate the license on the PC running the desktop app.

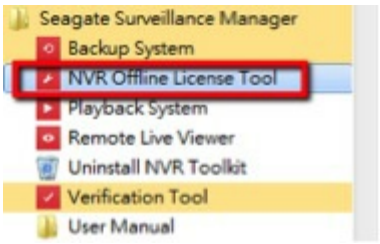

File Download
Do you want to save this file, or find a program online to open it?
Name: offline.req
Type: Unknown File Type, 288 bytes
From: 192.168.1.86
Find
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not find a program to open this file or save this file. What's the risk?

Desktop app - Windows

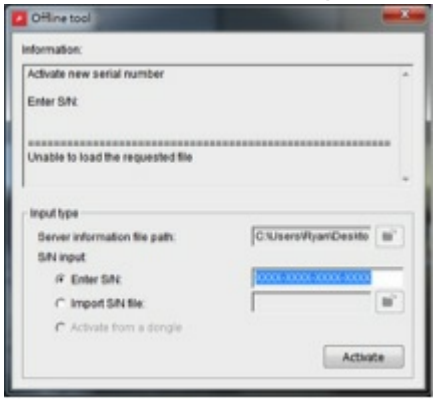
In this section, you must copy the *offline.req* file to a PC running the Windows desktop app. You will also need the serial numbers provided with the licenses.

Confirm that your PC is connected to the Internet before following the instructions below.

1. Locate the OffLineTool.exe in the Seagate Surveillance Manager folder.
2. Launch **OffLineTool.exe.** You are prompted for the **offline.req** file created by the NAS OS app.



3. Enter the serial number provided with the license and click **Activate.**



4. Save the **offline_license.dll** file. The file must be imported to the NAS OS app.

NAS OS app

Import the .dll file to the NAS OS app.

1. Click License.
2. Click **Import.** You are prompted for the **.dll** file.

3. The license is added to the License list.

Online license transfer

1. Click **License.**
2. Click the **Transfer** tab.

3. From the License list, select the license you want to transfer and click **Transfer.**
4. The license is removed from the License list.

Offline license transfer

NAS OS app

1. Click **License.**
2. Click the **Transfer** tab.

3. From the License List, click the license you want to transfer and click **Export.**
4. At the prompt, save the *offline.req* file. The file is needed to transfer the license on the PC running the desktop app

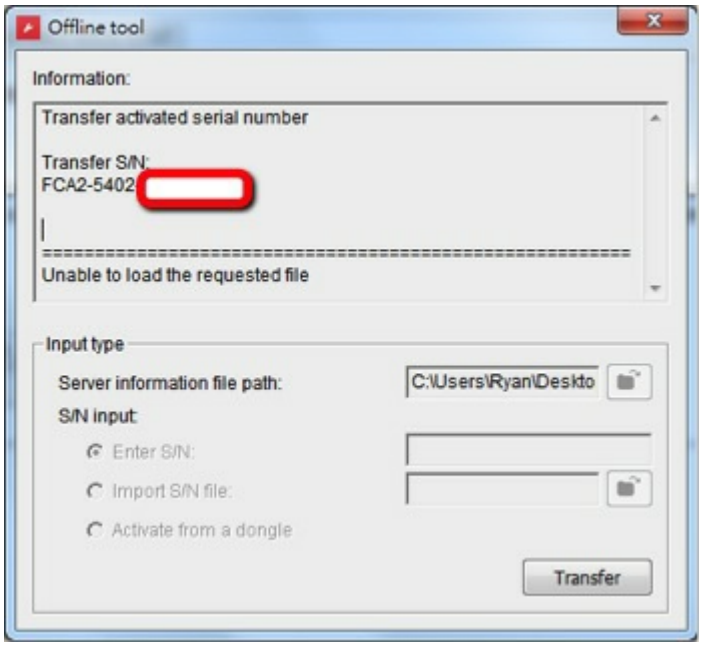
The license is removed from License List but the transfer is not complete.

Desktop app

In this section, you must copy the *offline.req* file to a PC running the Windows desktop app. Confirm that your PC is connected to the Internet before following the instructions below.

1. Locate the **OffLineTool.exe** in the Seagate Surveillance Manager folder.
2. Launch the OffLineTool.exe. You are prompted for the **offline.req** file created by the NAS OS app.\

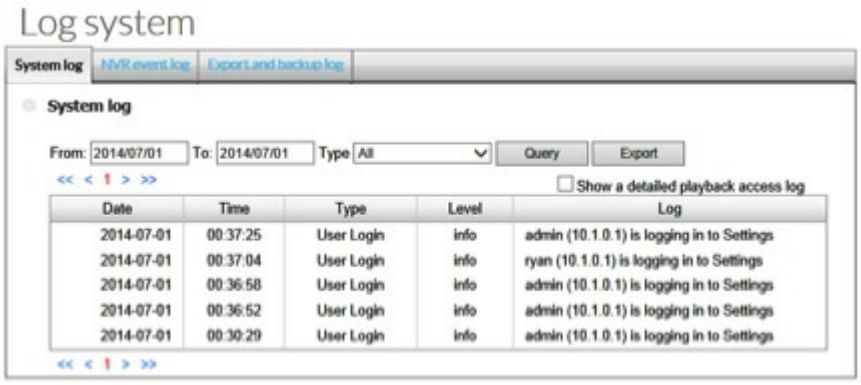
3. Click **Transfer.**



Logs

View the system logs

1. Click **Logs**.


Log system
System log
NVR event log
Export and backup log
System log
From: 2014/07/01
To: 2014/07/01
Type All
Query
Export
Show a detailed playback access log
Date
Time
Type
Level
Log
2014-07-01 00:37:25 User Login info admin (10.1.0.1) is logging in to Settings
2014-07-01 00:37:04 User Login info ryan (10.1.0.1) is logging in to Settings
2014-07-01 00:36:58 User Login info admin (10.1.0.1) is logging in to Settings
2014-07-01 00:36:52 User Login info admin (10.1.0.1) is logging in to Settings
2014-07-01 00:30:29 User Login info admin (10.1.0.1) is logging in to Settings

The events reported are:

- **System log**–The NAS OS device's actions, such as user access, restart, or shut down
- **NVR event Log**–Events and actions, such as motion detection or lost camera connection
- **Export and Backup Log**–Video exports and backups

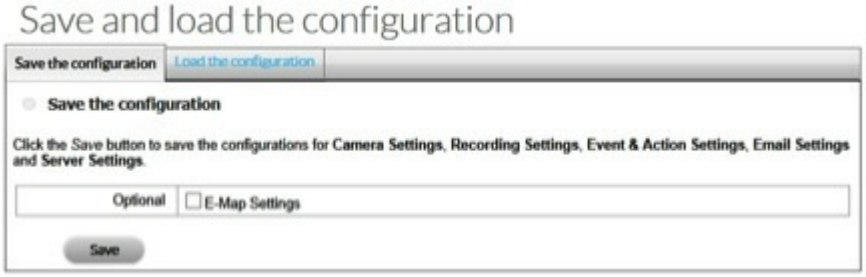
> **Important info:** The NVR Event Log is available if enabled on the Event & Action page. User access events are only available in the log if the option is enabled in Network.

Save and load Seagate Surveillance Manager settings

Save the Seagate Surveillance Manager settings as a backup or to load into a compatible NAS OS device.

Save configuration

1. Click **Save/Load.**
2. Click the **Save the configuration** tab.


Save and load the configuration
Save the configuration
Load the configuration
Save the configuration
Click the Save button to save the configurations for Camera Settings, Recording Settings, Event & Action Settings, Email Settings and Server Settings.
Optional
E-Map Settings
Save

3. Select **E-Map Settings** to add E-Map setting to the configuration.
4. Click **OK** and enter where to save the configuration file.

Load configuration

Load a configuration file to restore settings to Seagate Surveillance Manager. You can also load the configuration file on a compatible NAS OS device running the app.

1. Click **Save/Load.**
2. Click the **Load the configuration** tab.

Save and load the configuration
Save the configuration
Load the configuration
Load default settings
Click the Load button to load the default factory settings.
Load
Load the configuration
Click the Load button to load the configurations for Camera Settings, Recording Settings, Event & Action Settings, E-Mail Settings and Server Settings.
File name
Optional
E-Map Settings
Load

3. To revert the configuration to its default settings, click **Load default settings and Load.**
4. To import a configuration file, click **Load the configuration** and browse for it. Select **E-Map Settings** if you want to restore E-Map settings with the configuration.
5. Click **Load** in the Load configuration section.
6. Click **OK** on the pop-up window to load the settings.

> **Important info: User accounts** are saved when reverting to default settings.

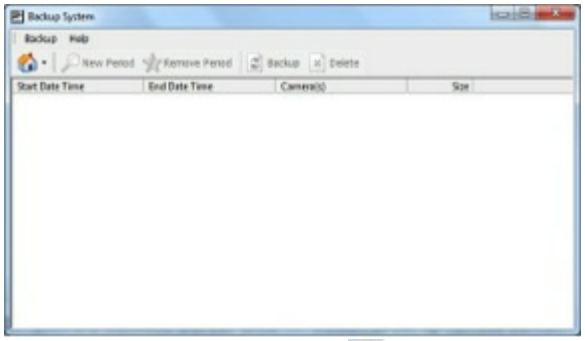
Back up / Delete video – desktop app

Backup the system

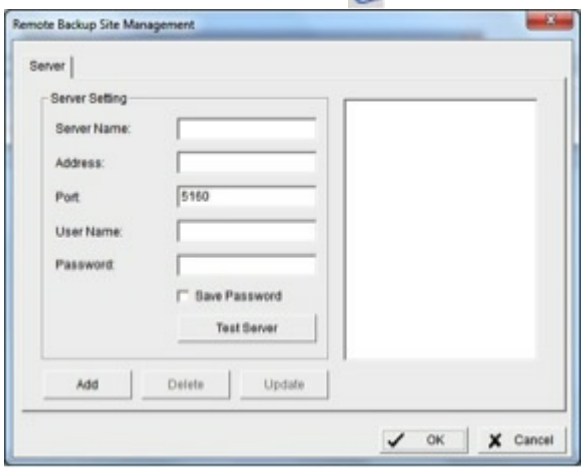
You can back up and delete video using the desktop app **Backup System**.

Add a backup server

1. Launch Seagate Surveillance Manager and choose **Backup System**.



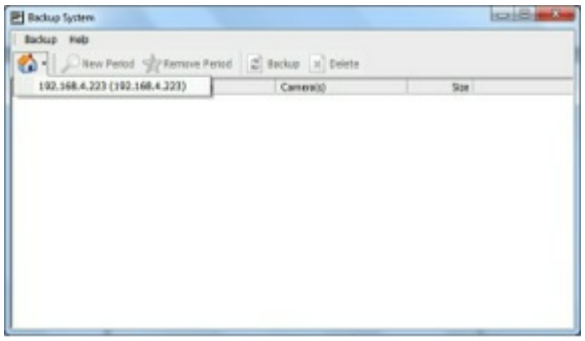
2. Click **Remote Server Site** ( ) to add the remote server.



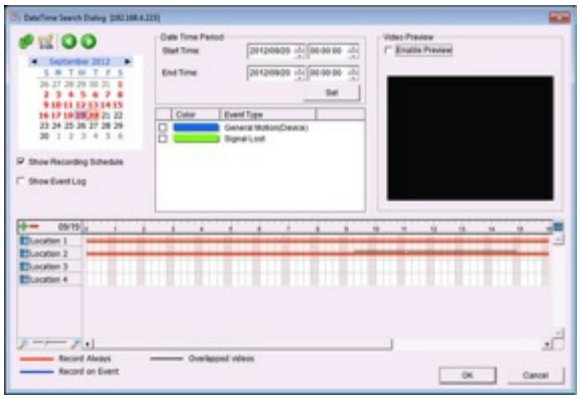
3. Enter the server information.
4. Click **Test Server** to test the connection between the local application and the server.
5. Click **Add** to add server to the remote server list.
6. Click **OK.**

Backup or delete video

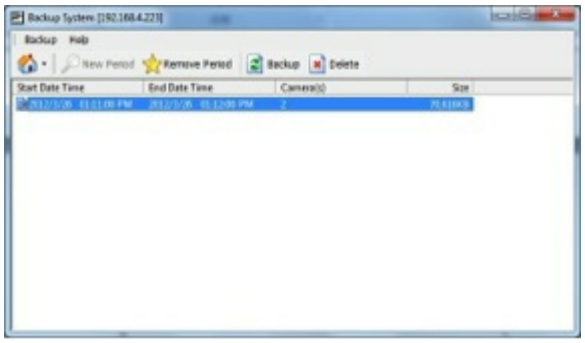
1. Click the down button ▼ next to **Remote Server Site** and select a server.



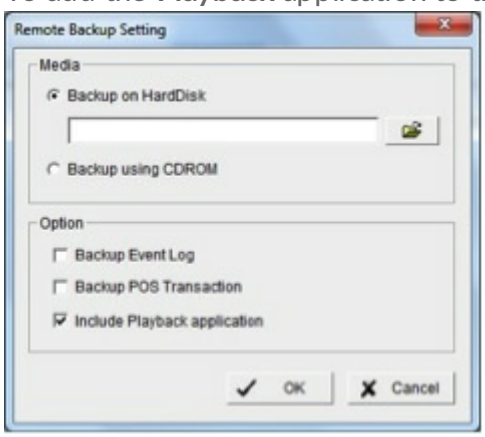
2. Click **New Period.**



3. Set a Start Time and an End Time, or select the video records to back up.
4. Select the cameras to back up.
5. Click **OK.**
6. Select the time slot.



7. Click:
   - **Backup** to back up the video and continue with the steps below.
   - **Delete** to delete the video and click **OK.**
8. Select the path to save the backup data.
9. To add the **Playback** application to the backup folder, check **Include Playback application.**



10. Click **OK.**

Play backed up video

This section describes how to play video backed up by the desktop app.

Using the playback application

To follow the steps below, the option **Include Playback application**

must be selected when backing up the video.

1. Locate the folder with the backed up video.
2. Launch the Playback application.
3. Select the video to play back.

Using Seagate Surveillance Manager

Follow the steps below if the option **Include Playback application** was not selected when creating the backup.

1. Move the folder with the backed up video into the Seagate Surveillance Manager program folder. The default directory is C:\Program Files (x86)\Seagate Surveillance Manager.
2. In the Seagate Surveillance Manager folder, launch **Playback System.**
3. Click **Open Record.**
4. Select the video to play back.

Video Verification

The Verification Tool confirms the digital signature on files created by Seagate Surveillance Manager. If the digital signature is not recognized, someone may have tampered with the files.

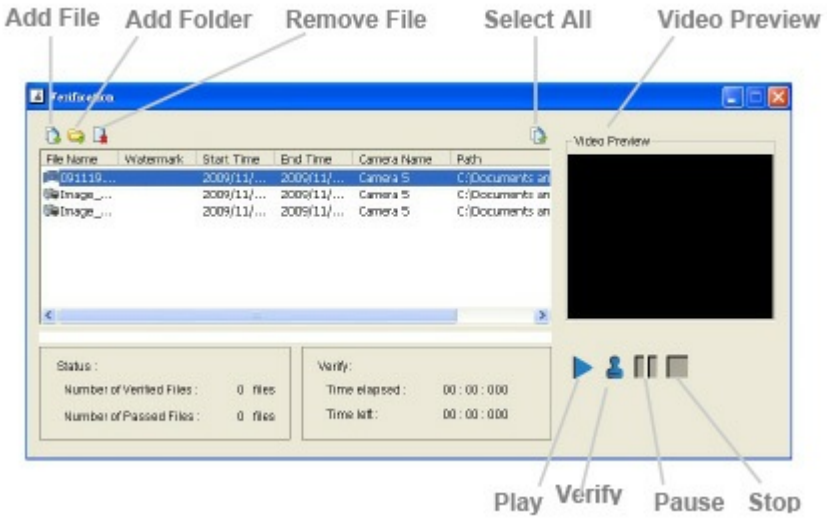
The Verification Tool checks for three types of data:

Icon	File Format
	(.dat) (.264)
	(.avi) (.asf)
	(.bmp) (.jpg)

Verification tool

You must install the desktop app to access the Verification Tool.

Verification tool overview



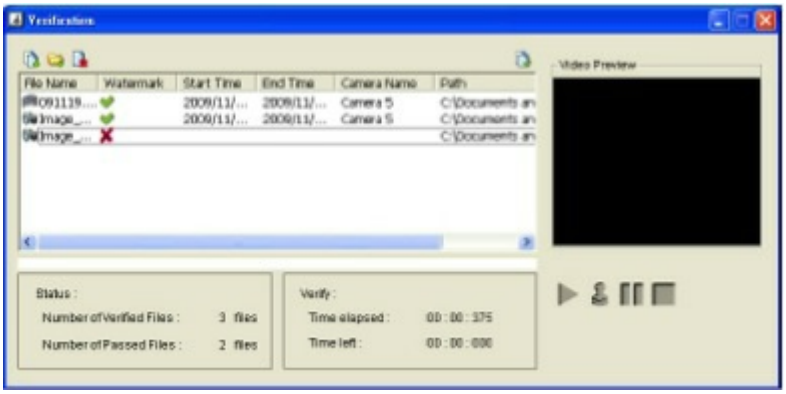
- **Add File**–Browse for a file to add to the verification list.
- **Add Folder**– Browse a folder to add to the verification list.
- **Remove File**–Remove selected files from the verification list.
- **Select All**–Select all files.

Important info: Choose the file type before selecting files.

- **Video Preview**–Preview a file on the verification list and choose:
  - Play▶
  - Pause❚❚
  - Stop■

Verify the image / video

1. Launch the **Verification Tool**. It is available in the Seagate Surveillance Manager folder.
2. Browse for folders or files to verify.
3. Click Verify .
4. The verification results include column called **Watermark.** Tampered files are red ( ) and clean files are green ( ).



PC System Requirements

To install the **Seagate Surveillance Manager** app on a PC, it must meet the following requirements:

PC Minimum Requirements	
Operating System	Windows XP 32-bit, Windows Vista 32-bit, Windows 7 32-/64-bit, Windows 8 32-/64-bit
CPU	Intel Core 2 Duo, 2.6GHz
RAM	1GB

Troubleshooting

Video problems with Internet Explorer

Video issues can occur with Internet Explorer if ActiveX is not installed or active.

1. Delete the folder **NVSWebAll_2_2_0** at: C:\Users\Public\Documents
2. Launch Internet Explorer and log in to Seagate Surveillance Manager
3. Click the **Live view / Playback** button.
4. Follow the prompts to **Install** Active X.

Cannot log In to Seagate Surveillance Manager using the correct username and password

Antivirus software can interfere with Seagate Surveillance Manager. Confirm the antivirus software's settings or turn it off.